



Citywide Administrative Services

BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

HOSPITAL CARE INVESTIGATOR (NYC H+H)

Exam No. 9088

(For New York City Health + Hospitals Only)

SECOND AMENDED NOTICE - August 21, 2019

WHEN TO APPLY: From: May 1, 2019

APPLICATION FEE: \$61.00

To: May 21, 2019

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.00% of the payment amount. This fee is nonrefundable.

THE TEST DATE: Multiple-choice testing is expected to begin on Saturday, September 7, 2019.

The Notice of Examination is amended to include the description of the policy regarding the use of calculators during the multiple-choice test ("Exam Site Admission - Warning" section).

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE
BEFORE YOU SUBMIT YOUR APPLICATION.**

WHAT THE JOB INVOLVES:

Hospital Care Investigators (NYC H+H), under direct supervision, conduct investigations in NYC Health + Hospitals facilities to determine the eligibility of applicants for medical assistance payment programs, or the ability of patients and their legally responsible relatives to pay for hospital or health care charges and take the necessary actions to bill and collect for these services; explore alternative sources for payment of hospital or health care services rendered; verify, modify and code demographic and insurance data obtained from source documents, and accurately enter such data into computerized system(s) ensuring compliance with payor rules and regulations; perform billing and collection functions; complete and/or review paper and electronic claims for proper and timely submission to insurance carriers; follow up with insurance carriers, employers and/or patients for prompt payments; monitor and track denials and underpayments received from insurance carriers; complete non-clinical appeals when necessary; escalate accounts to supervisor in a timely manner in order to obtain maximization of a hospital's or health care facility's revenue. All Hospital Care Investigators (NYC H+H) perform related work.

Special Working Conditions:

Hospital Care Investigators (NYC H+H) may be required to work various shifts including nights, Saturdays, Sundays, and holidays. Some of the environmental conditions experienced by Hospital Care Investigators may include interacting with patients and/or their families in various clinical settings, including but not limited to Behavioral Health, Emergency Departments and/or inpatient units.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current hire in salary is \$40,275 per annum. This rate is subject to change.

HOW TO QUALIFY:

You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you may not receive a score.

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university; or
2. A four-year high school diploma or its educational equivalent and four years of full-time experience in interviewing, investigation, or a related field, such as credit and collection follow-up or bookkeeping; or
3. Education and/or experience which is equivalent to (1) or (2) above. College education may be substituted for experience on the basis that 30 semester credits is equivalent to 1 year of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

The education requirement must be met by June 30, 2019. The experience requirement must be met by the last day of the Application Period (May 21, 2019).

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

You have until midnight Eastern time on the last day of the Application Period (May 21, 2019) to clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it in the Online Application System (OASys). Once you submit your Education and Experience Test in OASys, you will not be permitted to submit new or additional information about your education and/or experience online.

You will not receive credit for education which you obtain after June 30, 2019 or experience which you obtain after the end of the Application Period (May 21, 2019).

Medical Requirement: In accordance with applicable Federal, state and local laws and regulations, the NYC Health + Hospitals has established medical standards for this position. Accordingly, all eligibles who have been offered a position will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met and that they can perform the essential functions of the position. During the medical examination, eligibles will be subject to a drug screening test. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable him or her to take the medical examination, and/or to perform the essential functions of the job.

Residency: City residency is not required for this position.

English Requirement:

You must be able to understand and be understood in English.

Proof of Identity:

Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the NYC Health + Hospitals.

HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, apply using the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application and payment and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/Home/Faq>

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

Manhattan 2 Lafayette Street 17th Floor New York, NY 10007	Brooklyn 210 Joralemon Street 4th Floor Brooklyn, NY 11201	Queens 118-35 Queens Boulevard 5th Floor Forest Hills, NY 11375
Staten Island 135 Canal Street 3rd Floor Staten Island, NY 10304	Bronx 1932 Arthur Avenue 2nd Floor Bronx, NY 10457	

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

REQUIRED INFORMATION:

- 1. Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- 2. Education and Experience Test:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (May 21, 2019) to clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it in the Online Application System (OASys).
- 3. Foreign Education Evaluation Guide (Required only if you need credit for your foreign education to meet the education and experience requirements):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide which is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf. When you contact the evaluation service, ask for a "document-by-document" (general) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from June 30, 2019.

THE TEST:

You will be given a multiple-choice test at a computer terminal. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test. The multiple-choice test will include questions which may require the use of any of the following abilities:

Written Comprehension: understanding written sentences and paragraphs. Example: A Hospital Care Investigator (NYC H+H) may use this ability when reviewing medical charts to accurately complete third party billing forms.

Written Expression: using English words or sentences in writing so that others will understand. Example: A Hospital Care Investigator (NYC H+H) may use this ability when entering and managing the collected data in a computerized system.

Information Ordering: following correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. Example: A Hospital Care Investigator (NYC H+H) may use this ability when verifying demographic and insurance data obtained from source documents.

Number Facility: involves the degree to which adding, subtracting, multiplying and dividing can be done quickly and correctly. Example: A Hospital Care Investigator (NYC H+H) may use this ability when performing billing and collections functions.

Problem Sensitivity: the ability to tell when something is wrong or likely to go wrong. It includes being able to identify the whole problem, as well as elements of the problem. Example: A Hospital Care Investigator (NYC H+H) may use this ability when resolving disputes concerning bills submitted for payment.

Inductive Reasoning: combining separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together. Example: A Hospital Care Investigator (NYC H+H) may use this ability when interacting with insurance carriers, employers, lawyers and adjusters to obtain information about potential sources of a hospital's or health care facility's revenue.

Deductive Reasoning: is the ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. Example: A Hospital Care Investigator (NYC H+H) may use this ability when responding to complex inquiries from patients and third parties.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

EXAM SITE ADMISSION:

You will be sent an Admission Notice in the mail 14 days before the date Your Admission Notice will also be available on your Dashboard in the Online Application System (OASys) account 7 days before the date on which testing is expected to begin. If you access the Admission Notice from your Dashboard in OASys, you must print it out and bring it with you to the test site; displaying your Admission Notice using any of the prohibited electronic devices referenced in the "Warning" section below will not be permitted. You can also obtain a duplicate Admission Notice in person Monday through Friday from 9:00 AM to 5:00 PM at 1 Centre Street, 14th Floor, New York, NY 10007. Test site assignments will take your address into consideration but, nearness to your address cannot be guaranteed.

Warning: You are not permitted to enter the test site with electronic devices including, but not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, numeric only. If you use any of these devices anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of a Computer-based Testing & Applications Center while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request in-person or by mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address

THE TEST RESULTS:

If you meet the education and experience requirements and pass the multiple-choice test, your name will be placed in final score order on an eligible list, you will be given a list number and you will be notified by mail of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list.

SPECIAL ARRANGEMENTS:

Make-up Test:

You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

1. compulsory attendance before a public body;
2. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
3. absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
4. absence due to ordered military duty;
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

ADDITIONAL INFORMATION:

Selective Certification for Certified Application Counselor (CASAC): If you have a Certified Application Counselor certification, you may be considered for appointment to positions requiring this certification through a process called Selective Certification. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification.

Selective Certification for Foreign Language and/or American Sign Language: If you can speak, read or write Albanian, Arabic, Bengali, Bosnian Serbo-Croatian, Chinese (Cantonese), Chinese (Mandarin), French, German, Greek, Haitian/Creole, Hebrew, Hindi, Hungarian, Italian, Khmer, Korean, Polish, Portuguese, Russian, Spanish, Tibetan, Urdu, Vietnamese, West African Language (e.g. Ibo), and/or Yiddish and/or you know American Sign Language, you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification.

These requirements may be met at any time during the duration of the list. If you meet these requirements at some future date, please submit documentation by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number, your social security number, and the selective certification you are requesting on your correspondence.

Reemployment Of Public Service Retirees:

NYC Health + Hospitals has promulgated rules regarding the reemployment of persons who have already retired from public service. Any such retired person is advised to consult with NYC Health + Hospitals Human Resources, Office of Civil Service and Background Administration at (212) 788-3568 to determine whether they would be eligible for appointment from an eligible list established for this examination.

List Termination:

The eligible list resulting from this examination will be terminated one year from the date it is established, unless extended by the NYC Health + Hospitals.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas and copies are available at the DCAS Computer-based Testing & Applications Centers.

New York City Health + Hospitals is an Equal Opportunity Employer.

Title Code No. 523420; The Plan of Titles for NYC Health + Hospitals.

**For information about other exams, call 212-669-1357.
Internet: nyc.gov/dcas; for NYC Health + Hospitals: nyc.gov/hhc**