HOSPITAL CARE INVESTIGATOR (NYC H+H)

Exam No. 9088

(For New York City Health + Hospitals Only)

WHEN TO APPLY: From: May 1, 2019
To: May 21, 2019

APPLICATION FEE: $61.00

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 Tuesday, August 27, 2019.

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.

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 the position will be required to undergo 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 filing your application and payment 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.

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 how to request 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 application, 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 found on the Foreign Education Evaluation Guide which is located on the Online Application System 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. A written description of the multiple-choice test will be provided at a later date.

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.

To request a make-up test, contact Administration, Customer, and Exam Support in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, or by email at testingaccommodations@dcas.nyc.gov, as soon as possible and include documentation of the special circumstances that caused you to miss your 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. lbo), 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.