

JOB EVALUATION STUDY

City Service Commission Meeting: June 8, 2021

Health Department

Current	Recommended
Program Assistant II PR 5FN (\$40,516 - \$48,248) Recruitment rate is \$42,539 (One Position)	Health Accounting Assistant 5GN (\$41,610 - \$49,946) (Two Positions)
Accounting Assistant II PR 6HN (\$37,080 - \$41,863) Recruitment rate is \$37,830 (One Position)	

Note: Residents receive rates that are 3% higher

The Health Department has requested a classification study of two positions within the Finance and Administration Section of the Milwaukee Health Department. Job descriptions were provided and discussions were held with Mark Yatchak, Health Budget and Administration Manager; Rocio Serna, Human Resources Officer, and Sarah Wangerin, Human Resources Analyst – Senior.

To help provide better coverage within the Finance and Administration Section, the department has had the employees in, one position of Program Assistant II in Pay Range 5FN (\$40,516 - \$48,248) with a recruitment rate of \$42,539 and one position of Accounting Assistant II in Pay Range 6HN (\$37,080 - \$41,863) with a recruitment rate of \$37,830, be cross-trained and assigned additional duties.

Under the direction of the Health Budget and Administration Manager, these positions are responsible for the maintenance and processing of billing accounts receivable records, including Medicaid records, in accordance with procedures established by the City Comptroller and the MHD. Duties and responsibilities include the following:

- 35% Oversee the timely and accurate process of MOUs; review ACA, Marketplace Exchange and Forward Health updates; implement billing changes as required by state and federal regulations; make changes to accommodate new billing processes, codes, rates, etc.; participate in and recommend changes to MHD billing forms; coordinate reporting needs with staff; training, direction and troubleshooting of systems and reports; serve as a Portal Administrator for MHD users of Forward Health and Practice Point Manager (PPM); serve as the initial point person for updates and problems with Medicaid billing by MHD staff and outside agencies; act as a liaison to HCDS, State Medicaid representatives, program managers, HMO representatives in handling billing issues; resolve reimbursement, claims processing and reporting issues; respond to inquiries from external billing agencies to resolve billing problems; report any billing submitted that does not meet guidelines or that results in non-billable services to the Health Budget and Administration Manager and affected program managers; develop and maintain working relationships with external customers to clarify and resolve billing problems and data reporting; and maintain a computerized billing and accounts receivable system.
- 25% Prepare and process claims to HMOs, Medicaid and Medicare for services provided by MHD; audit TB forms for completeness and review medical files; complete Health Insurance Claim (CMS-1500) and other forms initiated by MHD staff; submit on-line claims to various agencies including HMOs and the State of Wisconsin; maintain Medicaid billing records and accounts; credit payments made by various units including HMOs, the State of Wisconsin Department of Public Health, and Forward Health; submit manual claims to

- various resources for reimbursement such as TB Dispense and Community Care for the Elderly; enter claim data into billing and accounts receivable systems for submission and record-keeping; reconcile remittance advices and assure billing guidelines are followed; reconcile payments against MOU agreements with HMOs; respond to inquiries from external billing agencies to resolve billing problems; maintain a computerized billing and accounts receivable system; develop and maintain working relationships with internal customers for resolution and clarification regarding billing problems; serve as initial point person for updates and problems with Medicaid billing by MHD staff and outside agencies; prepare reports, including quarterly and year-end revenue reports for the above mentioned billings; use various software applications, such as spreadsheets, databases, and statistical packages to assemble, manipulate and/or format data and/or reports; maintain working knowledge of necessary codes and/or resources needed for billing; prepare reports for the City of Milwaukee pertaining to billing timelines and statistics; process license fees for the Consumer Environmental Health Division of the MHD; and report any billing submitted that does not meet the guidelines or that results in non-billable services to the Health Budget and Administration Manager.
- 15% Follow detailed process for travel advancements and reimbursements; insure all necessary paperwork is submitted timely; review documents for approval status; reconcile expenditures; and follow and process reports timely.
- 10% Perform commodity and equipment purchasing, maintenance and lease agreements; monitor and evaluate inventory control system for the Health Department; monitor and evaluate central supply activities with the assistance of the Health Budget and Administration Manager; process furniture and equipment orders for the Health Department, act as MHD liaison for purchasing contract issues with the Procurement Services Division of the Department of Administration; assist in processing requisitions for the establishment of commodity and/or service contracts, computing estimated costs, and the securing of commodities and/or services related to MHD programs; prepare documents for commodity/ service contracts such as Requisition for Bids, RFPs, Exceptions to Bids, Jumpstarts and Personal Service Contracts; and inform the Health Budget and Administration Manager, division managers and/or program managers of status of requisitions, contracts, or potential problems and concerns.
- 10% Responsible for assisting the Management Accountant – Senior with record keeping and preparation of expenditure reports and billings for all O&M, reimbursable and grant projects and contracts; work with grant project managers for timely submission of grant activities and documentation and monitoring of expenditures; process and prepare expenditure reports and billings, and quarterly and final fiscal reports for grant projects and contracts; under direction of the Health Budget and Administration Manager, ensure the proper charting of labor to grant programs and various work orders; maintain filing system for all grants reimbursable; routinely provide the Health Budget and Administration Manager with balances in various grant accounts; and inform the Health Budget and Administration Manager, division manager and/ or program managers of potential problems in grant accounts as related to over/under spending, failure to follow established procedures, etc.
- 5% Assist with cellphone payments, the compilation of annual accounts receivable report for the MHD billing unit, answering telephones as needed, and the City Comptroller's periodic audits of the MHD accounts receivables; maintain appropriate supplies needed for billing procedures; serve as a "back-up" to the petty cash custodian and to payroll-processing functions; and perform other related duties as assigned by the Health Budget and Administration Manager.

Minimum requirements include four years of office experience including one year of related accounting assistance work at the level of an Accounting Program Assistant II or Accounting Assistant III. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.

The duties and responsibilities of these two positions have changed so that both are cross-trained and are performing high-level accounting support work. Other changes in the duties and responsibilities include fully processing travel expenditures including travel advances and reimbursements, reconciling expenditures, inspecting proper documentation, and submitting for approval; assisting in the processing of requisitions for the establishment of commodities and/or service contracts and performing commodity and equipment purchasing, maintenance, and lease agreements; and assisting the Management Accountant-Senior with record keeping and preparation of expenditure reports and billings for all O&M, reimbursable and grant projects and contracts.

To study these positions comparisons were made to other city positions that provide accounting support work including those listed below.

Title	Pay Range	Rates of Pay
Accounting Program Assistant III	5GN	\$41,610 - \$49,946
Accounting Assistant III	5EN	\$40,501 - \$46,724
Accounting Program Assistant II*	6KN	\$40,501* - \$45,391
Accounting Assistant II*	6HN	\$37,830* - \$41,863
Accounting Program Assistant I	6HN	\$37,080 - \$41,863
Accounting Assistant I*	6GN	\$36,252* - \$39,943

Note: Residents receive rates that are 3% higher

* - Reflects title's recruitment rate instead of pay range minimum

The highest level of the Accounting Program Assistant series is Accounting Program Assistant III in Pay Range 5GN (\$41,610 - \$49,946). These positions perform the most complex and responsible accounting related work in city government that does not require a college degree or equivalent. The work at this level carries a degree of responsibility and associated knowledge and skill significantly and demonstrably above that of the Accounting Program Assistant II level. These positions may serve as a group leader to other city employees and/or provide guidance to other positions citywide.

These two positions will not serve as group leaders but will advise and serve as a resource to other MHD employees at all levels. By having these two positions cross-trained and performing the higher-level accounting support work, the department will be able to provide more coverage and support to the professional level positions in the Finance and Administration Section.

As the classification series of Accounting Program Assistant I, II, and III has been primarily used in the Comptroller's Office and to distinguish the unique and complex work of these positions in the Health Department, we recommend creating the new title of Health Accounting Assistant at the same level as Accounting Program Assistant III.

We therefore recommend one position of Program Assistant II in Pay Range 5FN (\$40,516 - \$48,248) with a recruitment rate of \$42,539 and one position of Accounting Assistant in Pay Range 6HN (\$37,080 - \$41,863) with a recruitment rate of \$37,830 be reclassified to Health Accounting Assistant in Pay Range 5GN (\$41,610 - \$49,946).

Actions Required – Effective Pay Period 1, 2020 (December 29, 2019)

In the Salary Ordinance

Under Pay Range 5GN,

Add the title "Health Accounting Assistant"

In the Positions Ordinance

Under Health Department, Office of the Commissioner and Health Administration, Finance and Administration,

Delete two positions of "Accounting Program Assistant III (X)"

Add two positions of "Health Accounting Assistant (X)"

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