



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
209 E. Musser Street, Room 101 | Carson City, Nevada 89701
Phone: (775) 684-0150 | www.hr.nv.gov | Fax: (775) 684-0122

MEMO PERD #40/13

September 12, 2013

TO: Personnel Commission Members
Department Directors
Division Administrators
Agency Personnel Liaisons
Agency Personnel Representatives
Employee Representatives

FROM: Lee-Ann Easton, Administrator *Lee-Ann Easton*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES

Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes please send your written notification to Peter Long at plong@admin.nv.gov no later than October 15, 2013.

If no written objections are received in this office by October 15, 2013, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #07-14
Posting Expires: October 15, 2013

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
	<i>NEW</i>		10.248	<i>Compliance Coordinator – Registered Nurse</i>	38 B
	<i>NEW</i>		10.249	<i>Compliance Specialist – Registered Nurse</i>	37 B

Basis for Recommendation

As a result of an Individual Study (NPD-19), and in conjunction with Subject Matter Experts from the Division of Industrial Relations, Human Resource Management has recommended the creation of a new Compliance Coordinator – Registered Nurse series.

The Compliance Specialist – Registered Nurse provides medical expertise for the Division of Industrial Relations, Workers’ Compensation Section. Incumbents monitor compliance and detect violations of State laws and/or regulations by medical providers, insurance carriers, Third Party Administrators (TPAs), medical billing vendors, employers, and in Permanent Partial Disability (PPD) reports; supervise lower-level Compliance/Audit Investigators; and oversee the Medical Unit in their assigned regions. Furthermore, they gather data and revise the regulation of fees and charges pertaining to the Nevada Medical Fee Schedule (MFS); inform medical providers of fee schedule; ensure reimbursement is appropriate based on relevant resources and Nevada’s MFS; train internal and external staff and Panels of Treating and Rating Physicians and Chiropractors on various medical topics including PPDs; participate in independent professional reviews of providers to ensure that quality of care provided is in compliance with workers’ compensation statute and regulations; review, identify potential errors and refer PPD reports to Quality Assurance (QA) Panel to provide opinions as necessary, facilitate QA Panel meetings and provide written correspondence to rating physicians and chiropractors as needed; and plan, organize and oversee the work of professional and support staff.

In addition to those duties outlined, the Compliance Coordinator – Registered Nurse serves as leadworker for the Compliance Specialist - Registered Nurse; provides training and technical expertise to staff in the unit; ensures the panels of treating and rating physicians and chiropractors consist of appropriately licensed and qualified providers; and provides testimony in public hearings and workshops. The class is distinguished from the Compliance Specialist - Registered Nurse by the broader scope of responsibility and additional experience required to oversee statewide activities of the Medical Unit.

It is recommended that both the Compliance Coordinator – Registered Nurse and Compliance Specialist – Registered Nurse align with the Registered Nurse 3, grade 38 and Registered Nurse 2, grade 37, respectively. This recommendation is being made due to the knowledge, skills and abilities required to ensure Northern Nevada’s injured workers receive the appropriate medical care as required and defined by relevant statutory, regulatory and other applicable medical resourced mandated.

During this review, Human Resource Management worked closely with staff from the Department of Business and Industry, Division of Industrial Relations, who assisted in developing the class specification.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0151.

Objections to the proposed change(s) must be received in writing by October 15, 2013. Objections should be addressed to Peter Long, Deputy Division Administrator, Compensation, Classification and Recruitment, Section of the Division of Human Resource Management, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: September 12, 2013

UCA-01 form.doc



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<i>COMPLIANCE COORDINATOR – REGISTERED NURSE</i>	38	B	10.248
<i>COMPLIANCE SPECIALIST – REGISTERED NURSE</i>	37	B	10.249

SERIES CONCEPT

Under direction, Compliance Specialists – Registered Nurse provide medical expertise for the Division of Industrial Relations, Workers’ Compensation Section. Incumbents monitor compliance and detect violations of State laws and/or regulations by medical providers, insurance carriers, Third Party Administrators (TPAs), medical billing vendors, employers, and in Permanent Partial Disability (PPD) reports; supervise lower-level Compliance/Audit Investigators; and oversee the Medical Unit in their assigned regions.

Receive and review formal complaints; develop complaint files; gather and review evidence such as billing documents and claim files; verify medical providers and claims file records have appropriate documentation and ensure authorized services correlate with services provided; review medical records.

Conduct interviews with insurance carriers, TPAs, medical providers, employers and injured workers; document findings and deficiencies on appropriate forms; prepare reports of findings; make determinations regarding program violations; identify areas needing improvement and review plans of correction; assist other departments with medical-related issues.

Gather data and revise the regulation of fees and charges pertaining to the Nevada Medical Fee Schedule (MFS); inform medical providers of fee schedule; ensure reimbursement is appropriate based on relevant resources and Nevada’s MFS; ensure injured worker is given appropriate rights; provide advice and assistance in the preparation of medical documentation and testimony for hearings and appeals; ensure compliance with standards of health care.

Train internal and external staff and Panels of Treating and Rating Physicians and Chiropractors on various medical topics including PPDs; investigate and recommend warning, suspending or removing providers from the panel of treating physicians and chiropractors when disciplinary action is imposed by the licensing board.

Participate in independent professional reviews of providers to ensure that quality of care provided is in compliance with workers’ compensation statute and regulations; ensure providers and fiscal agents are in compliance with division policies and procedures; conduct periodic audits.

Review, identify potential errors, and refer PPD reports to Quality Assurance (QA) Panel to provide opinions; as necessary, facilitate QA Panel meetings and provide written correspondence to rating physicians and chiropractors as needed; review records from providers and claim files to identify potential fraud and ensure claims were paid properly; explain proper billing procedures to providers; refer payment errors to TPAs or insurance carrier for adjustment of charges and refer potential cases of fraud and abuse for further investigation.

Plan, organize and oversee the work of professional and support staff; assign, review, prioritize and delegate work to subordinate personnel; develop work performance standards and evaluate employee performance;

COMPLIANCE COORDINATOR – REGISTERED NURSE	38	B	10.248
COMPLIANCE SPECIALIST – REGISTERED NURSE	37	B	10.249

SERIES CONCEPT (cont'd)

ensure work performed is consistent with professional standards and applicable licensure requirements; analyze and resolve staffing issues and requirements.

Perform related duties as assigned.

CLASS CONCEPTS

Compliance Coordinator – Registered Nurse: *Under direction, incumbent performs the full range of duties as outlined and serves as leadworker for the Compliance Specialist - Registered Nurse; plan and coordinate the work; determine individual work priorities requiring detailed understanding of policies and procedures; provide and/or coordinate training for staff; provide input on performance evaluations. Incumbents also provide training and technical expertise to staff in the unit; oversee and ensure the quality and uniformity of claims review; ensure the panels of treating and rating physicians and chiropractors consist of appropriately licensed and qualified providers; attend meetings and participate in committees; and provide testimony in public hearings and workshops. This class is distinguished from the Compliance Specialist - Registered Nurse by the broader scope of responsibility and additional experience required to oversee statewide activities of the Medical Unit.*

Incumbents provide medical expertise in workers' compensation and receive no medical technical supervision. The incumbent's supervisor may have limited or no medical expertise. Incumbents report to a manager or supervisor who may be at the same or lower grade level.

Compliance Specialist – Registered Nurse: *Under general supervision, incumbents perform the full range of duties as outlined and provide training and technical expertise to staff in the Medical Unit. This is the journey level in the series.*

Incumbents provide medical expertise in workers' compensation and receive technical supervision from the Compliance Coordinator – Registered Nurse. The incumbent's supervisor may have limited or no medical expertise. Incumbents report to a manager or supervisor who may be at the same or lower grade level.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * *A valid driver's license is required at the time of appointment and as a condition of continuing employment.*

INFORMATIONAL NOTES:

- * *Travel within the state may be required.*
- * *A Bachelor's degree in nursing is equivalent to a diploma or Associate's degree in nursing and one year of experience.*

COMPLIANCE COORDINATOR – REGISTERED NURSE

EDUCATION AND EXPERIENCE: *Current license to practice as a Registered Nurse and three years of professional nursing experience, two years of which included professional experience in workers' compensation, occupational health, or case management; OR one year of experience as a Compliance Specialist - Registered Nurse in Nevada State service; OR an equivalent combination of education and experience.*

COMPLIANCE COORDINATOR – REGISTERED NURSE	38	B	10.248
COMPLIANCE SPECIALIST – REGISTERED NURSE	37	B	10.249

Page 3 of 4

MINIMUM QUALIFICATIONS (cont'd)

COMPLIANCE COORDINATOR – REGISTERED NURSE (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: applicable Nevada Revised Statutes and Nevada Administrative Codes, ACOEM and AMA Guidelines, Medical Fee Schedule and directives related to workers' compensation within the state; application of medical/nursing, investigative and problem solving principles in performing required duties and interacting with the regulated community; and medical and workers' compensation regulatory processes. Ability to: oversee Medical Unit activities on a statewide basis; supervise and evaluate the performance of Medical Unit staff; comprehend medical and professional information from a variety of disciplines regarding workers' compensation issues; provide technical consultation to internal staff, the regulated industry and the public on a variety of relevant issues; respond quickly to program and community needs; review complex cases/issues, providing direction as needed; apply, research and interpret state workers' compensation statutes, regulations, medical guidelines and industry standards; research, interpret and apply medical information and standards pertinent to workers' compensation; maintain updated knowledge of changing standards, codes, guidelines and regulations; draft clear and concise professional correspondence, reports; draft regulations pertinent to medical concerns in workers' compensation; make effective oral presentations of professional and medical material; testify in appeal hearings through the Department of Administration when requested by legal counsel; and all knowledge, skills and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Ability to: independently direct and/or conduct comprehensive compliance investigations in complex situations involving multiple entities; analyze and solve complex problems; identify and analyze trends/challenges within the workers' compensation industry from a medical perspective; train, assign work, evaluate performance of professional and non-professional personnel statewide within the Medical Unit; anticipate needs of the statewide Medical Unit and prepare budget requests; develop and present training for internal and external stakeholders including medical and legal professionals; represent the Workers' Compensation Section/Medical Unit to the public and other involved parties; provide expert testimony pertaining to medical issues in workers' compensation as needed in public hearings and workshops.

COMPLIANCE SPECIALIST – REGISTERED NURSE

EDUCATION AND EXPERIENCE: *Current license to practice as a Registered Nurse and two years of professional nursing experience, one year of which included professional experience in workers' compensation, occupational health, or case management; OR an equivalent combination of education and experience.*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Ability to: understand medical and workers' compensation regulatory processes; comprehend medical and professional information from a variety of disciplines regarding workers' compensation issues; provide technical consultation to internal staff, the regulated industry and the public on a variety of relevant issues; apply, research and interpret state workers' compensation statutes, regulations, medical guidelines and industry standards; research, interpret and apply medical information and standards pertinent to workers' compensation; maintain updated knowledge of changing standards, codes, guidelines and regulations; operate a personal computer and peripherals; draft clear and concise professional correspondence, reports; and make effective oral presentations of professional and medical material.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for the Compliance Coordinator – Registered Nurse)

COMPLIANCE COORDINATOR – REGISTERED NURSE	38	B	10.248
COMPLIANCE SPECIALIST – REGISTERED NURSE	37	B	10.249

Page 4 of 4

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to these classes.

	<u>10.248</u>	<u>10.249</u>
ESTABLISHED:	10/15/13	10/15/13