



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>
COMPLIANCE COORDINATOR – REGISTERED NURSE	38	B	10.248
COMPLIANCE SPECIALIST – REGISTERED NURSE	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; 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 as described above. (See *Special Requirements and Informational Notes*)

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.

MINIMUM QUALIFICATIONS (cont'd)

COMPLIANCE COORDINATOR – REGISTERED NURSE (cont'd)

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

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 as described above. (*See Special Requirements and Informational Notes*)

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)

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.

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ESTABLISHED: 10/15/13UC 10/15/13UC