

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	<u>CLASSIFICATION SERIES</u> Medicaid Special Agent	<u>SERIES NUMBER</u> 2614AG
	<u>MAJOR AGENCIES</u> Attorney General Only	<u>EFFECTIVE</u> 11/15/2015

SERIES PURPOSE

The purpose of the Medicaid Special Agent Series is to receive & investigate complaints of Medicaid fraud, patient abuse & neglect, the misappropriation of care facility resident funds/property, & related crimes.

At the first level, incumbents receive complaints of Medicaid fraud, patient abuse & neglect, & the misappropriation of care facility resident funds/property from myriad sources, conduct preliminary investigations, & document the complaints & related information in writing.

At the second level, incumbents conduct independent criminal investigation of Medicaid provider fraud, patient abuse & neglect, the misappropriation of care facility resident funds/property, & related crimes.

At the lower supervisory level, incumbents supervise special agents conducting criminal investigations of Medicaid provider fraud, patient abuse & neglect, the misappropriation of care facility resident funds/property, & related crimes, & conduct outreach & in-service training programs.

At the higher supervisory level, incumbents supervise first line supervisors, & assist in the direction, coordination, & administration of a law enforcement agency with state-wide jurisdiction.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Medicaid Fraud Intake Officer	26140AG	29	11/15/2015

CLASS CONCEPT

The full performance level class works under general supervision & requires knowledge of office practices & procedures, Microsoft Office suite, state laws & rules governing Medicaid providers & care facilities, public relations, & business writing & grammar in order to receive incoming complaints of Medicaid Fraud, patient abuse &/or neglect & the misappropriation of care facility resident funds/property.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Medicaid Special Agent	26141AG	32	11/15/2015

CLASS CONCEPT

The full performance level class works under direction & requires considerable knowledge of office practices & procedures, Microsoft Office suite, state laws & rules governing Medicaid providers & care facilities, public relations, business writing & grammar, criminal procedure, & criminal investigation in order to conduct investigations & audits into allegations of Medicaid fraud, theft, patient abuse &/or neglect & the misappropriation of care facility resident funds/property.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Medicaid Special Agent Supervisor 1	26145AG	15	11/15/2015

CLASS CONCEPT

The first supervisory level class works under general direction & requires thorough knowledge of office practices & procedures, Microsoft Office suite, state laws & rules governing Medicaid providers & care facilities, public relations, business writing & grammar, criminal procedure, criminal investigation, & direct supervision in order to supervise special agents engaged in conducting both overt & covert criminal investigations (e.g., Medicaid fraud, patient abuse/neglect, theft) & audits statewide.

JOB TITLE

Medicaid Special Agent Supervisor 2

JOB CODE

26146AG

PAY GRADE

16

EFFECTIVE

11/15/2015

CLASS CONCEPT

The second supervisory level class works under general direction, & requires thorough knowledge of office practices & procedures, Microsoft Office suite, state laws & rules governing Medicaid providers & care facilities, public relations, business writing & grammar, criminal procedure, criminal investigation, direct supervision, & management of a law enforcement agency in order to assist in direction, coordination & administration of statewide investigation programs for detection, investigation & prosecution of individuals engaged in Medicaid fraud, theft, forgery, &/or patient abuse & to supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Medicaid Fraud/Intake Officer	26140AG	46	11/15/2015	29

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Receives incoming complaints of Medicaid provider fraud, patient abuse & neglect, the misappropriation of care facility resident funds/property, & related crimes, via telephone, mail, electronic mail, & web site; provides information & assistance to consumers, government officials, law enforcement agencies, & the general public; collects preliminary data regarding complaints, & resolves, refers, or memorializes complaints; performs preliminary research & data analysis regarding complaints; corresponds with regulatory, administrative & law enforcement agencies; maintains records; serves as an evidence custodian; performs related clerical tasks; updates records & files; copies records; proofreads reports; & maintains files on a personal computer.

MAJOR WORKER CHARACTERISTICS

Knowledge of office practices & procedures*; state laws & rules governing Medicaid provider fraud, patient abuse & neglect, the misappropriation of care facility resident funds/property, & related crimes*; section operations, procedures & regulations*; public relations.

Skill in operation of telephone equipment*; personal computer.

Ability to deal with problems involving several variables in familiar context; define problems, collect data, establish facts, & draw conclusions; cooperate with co-workers on group projects; handle sensitive inquiries & contacts with officials & the general public; gather, collate & classify information about data, people, or things; use proper research methods in gathering data; compile, write, & edit reports; & keep accurate records.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Bachelor's Degree in criminology, criminal justice, computer science, accounting, finance, or related field.

-Or equivalent of Minimum Class Qualifications For Employment noted above

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Two (2) weeks of basic training, forty (40) hours of annual in-service training, & on-the-job training.

UNUSUAL WORKING CONDITIONS

None.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Medicaid Special Agent	26141AG	46	11/15/2015	32

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts criminal investigations of alleged Medicaid provider fraud, patient abuse & neglect, misappropriation of care facility resident funds/property, & related crimes; locates & interviews witnesses, victims, & suspects; collects, inventories, preserves & examines evidence; manipulates & analyzes data; prepares investigative reports & memoranda; performs physical surveillance; engages in undercover operations, posing as a Medicaid beneficiary seeking medical treatment, goods, or services; assists prosecutors in preparing witnesses & evidence for trial; serves subpoenas; executes search warrants in conjunction with law enforcement officers; testifies in grand jury & court; coordinates activities with other law enforcement agencies & acts as a liaison with administrative & regulatory agencies; participates in in-service training; participates in meetings; maintains security of evidence; & photographs activities, scenes, & physical evidence.

MAJOR WORKER CHARACTERISTICS

Knowledge of office practices & procedures*; state laws & rules governing Medicaid provider fraud, patient abuse & neglect, the misappropriation of care facility resident funds/property, & related crimes*; criminal investigation & criminal procedure; case preparation; evidence procedures; behavioral or social sciences; written communication (e.g. English composition, grammar, technical writing, & business communication); oral communication (e.g. speech); interviewing; & public relations.

Skill in operation of an automobile; camera; video recorder; tape recorder; personal computer.

Ability to define problems, collect data, establish facts, & draw valid conclusions; use statistical analysis; prepare meaningful, concise, & accurate reports; gather, collate, & classify information about data, people, or things; handle sensitive inquiries from & contacts with officials & the general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Bachelor's Degree in criminology, criminal justice, computer science, accounting, finance or related field, & twelve (12) months of audit/investigation experience.

Or Master's Degree in criminology, criminal justice, computer science, accounting, finance, or related field, & three (3) months of audit/investigation experience;

-Or sixty (60) months of audit/investigation experience in another governmental jurisdiction.

-Or equivalent of Minimum Class Qualifications For Employment noted above

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Two (2) weeks of basic training, forty (40) hours of annual in-service training, & on the job training.

UNUSUAL WORKING CONDITIONS

Required to work outside, exposed to all types of weather; requires travel; may be exposed to physical violence; may be exposed to individuals with infectious diseases (e.g. Hepatitis & HIV); & required to work irregular hours.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Medicaid Special Agent Supervisor 1	26145AG	47	11/15/2015	15

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides overall direction of investigations, supervises special agents & other assigned staff engaged in conducting overt & covert criminal investigations of alleged Medicaid provider fraud, patient abuse & neglect, misappropriation of care facility resident funds/property, & related crimes; reviews & evaluates investigative reports & case summaries submitted by special agents; reviews, evaluates, & forwards criminal intelligence data for the purpose of target selection, case development, & strategic planning; recommends & enforces policies & procedures; approves & oversees surveillance & undercover operations; oversees the execution of search warrants; updates & maintains databases of case related information; makes recommendations regarding the hiring of special agents & other assigned staff; monitors & maintains the security of case files & office equipment; serves as a liaison to other administrative, regulatory, & law enforcement agencies; coordinates joint & cross-jurisdictional investigations; delivers outreach presentations to a wide variety of audiences; confers with prosecuting attorneys regarding investigations; instructs basic & advanced training for special agents; trains subordinates; monitors case-related databases; interviews prospective applicants & recommends best qualified for hire; recommends discipline; provides performance feedback; informs subordinates of case law & court decisions related to law enforcement & investigative activities; assists in internal affairs investigations; & performs all duties as outlined in the classification specifications for a Medicaid special agent on as needed basis.

MAJOR WORKER CHARACTERISTICS

Knowledge of criminal investigations; agency, state, & federal statutes, rules, regulations, & procedures applicable to crimes &/or violations under investigation; case management & case preparation; criminal evidence procedure; behavioral or social sciences; computer database applications; interview & interrogation; public relations; employee training & development; supervisory principles & techniques; written communication (e.g. English composition, grammar, technical writing; & business communication); & oral communication (e.g. speech).

Skill in operation of an automobile; camera; video recorder; tape recorder; personal computer.

Ability to define problems, collect data, establish facts, & draw valid conclusions; prepare meaningful, concise, & accurate reports & records; interpret a variety of technical material in books, manuals, journals, & on-line; use proper research methods in gathering data; prepare & deliver outreach & training presentations to a wide variety of audiences; & handle sensitive inquiries from & contacts with officials & the general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Twelve (12) months experience as a Medicaid Special Agent, 26141AG.

-Or thirty-six (36) months experience performing the same duties in another governmental jurisdiction.

-Or equivalent of Minimum Class Qualifications For Employment noted above

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

None

UNUSUAL WORKING CONDITIONS

Required to work outside, exposed to all types of weather; requires travel; may be exposed to physical violence; may be exposed to individuals with infectious diseases (e.g. Hepatitis & HIV); & required to work irregular hours.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Medicaid Special Agent Supervisor 2	26146AG	47	11/15/2015	16

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists the Special Agent-In-Charge, Assistant Section Chief, & Section Chief in the direction, coordination, & administration of a statewide investigation programs for the detection, investigation, & prosecution of Medicaid provider fraud, patient abuse & neglect, the misappropriation of care facility resident funds/property, & related crimes; supervises Medicaid special agent supervisor 1s & other assigned staff; reviews investigative reports & investigation progress reports; participates in the development & delivery of in-service training, assists in strategic & tactical planning (e.g. manpower allotments, budgeting, & equipment purchases); assumes responsibility of Medicaid special agent supervisor 1 in his/her absence; serves as a liaison to law enforcement agencies; provides technical assistance upon request; develops & implements policies & procedures; participates in special projects as assigned; serves on statewide committees & task forces; interviews prospective applicants & recommends the best qualified for hire; recommends discipline; provides performance feedback; assigns manpower & assets to complete projects; reviews data & provides input into committee projects; participates in sensitive &/or difficult investigations & provides investigative expertise to assure the proper & timely resolution of criminal complaints; plans & coordinates administrative functions of staff (e.g. regular reporting, clerical procedures); develops & revises systems for gathering information & maintaining records of investigations; participates in internal affairs investigations; prepares administrative reports for state &/or federal use; writes correspondence to provide &/or obtain information; delivers outreach presentations to a wide variety of audiences; plans conferences; recommends legislative changes to the Ohio revised code; prepares position papers; testifies at hearings; addresses public inquiries; oversees the execution of search warrants; & performs all duties as outlined in classification specifications for Medicaid Special Agent Supervisor 1 & Medicaid special agent, on as needed basis.

MAJOR WORKER CHARACTERISTICS

Knowledge of criminal investigation; agency, state, & federal statutes, rules, regulation, & procedures applicable to crimes &/or violations under investigation; case preparation; criminal evidence procedure; behavioral or social sciences; computer database applications; interview & interrogation; public relations; employee training & development; supervisory principles & techniques; management*; written communication (e.g., English composition, grammar, technical writing, & business communication); & oral communication (e.g., speech).

Skill in operation of an automobile; camera; video recorder; tape recorder; personal computer.

Ability to define problems, collect data, establish facts, & draw valid conclusions; use proper research methods in gathering data; prepare & deliver outreach training presentations to a wide variety of audiences; & handle sensitive inquiries from & contacts with officials & the general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Twenty-four (24) months experience as Medicaid Special Agent Supervisor 1, 26145AG.

-Or sixty (60) months experience performing similar duties in another governmental jurisdiction.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

None

UNUSUAL WORKING CONDITIONS

Required to work outside, exposed to all types of weather; requires travel; may be exposed to physical violence; may be exposed to individuals with infectious diseases (e.g. Hepatitis & HIV); & required to work irregular hours.