



CONTINUOUS OPEN EXAMINATION FOR DEPARTMENT OF STATE HOSPITALS

Patient Benefit and Insurance Officer I

www.dsh.ca.gov

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

EXAMINATION TYPE AND POSITION LOCATIONS This is an open examination for the Department of State Hospitals (DSH) for the following location(s):

<p>DSH - Atascadero DSH - Metropolitan DSH - Patton</p>	<p>DSH - Coalinga DSH - Napa</p>
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State Applications (STD. 678) will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY **MAIL OR HAND DELIVER BOTH, A STATE APPLICATION (STD. 678) AND TRAINING AND EXPERIENCE EXAMINATION TO:**

**DEPARTMENT OF STATE HOSPITALS-SACRAMENTO
SELECTION SERVICES UNIT
1600 9TH STREET, ROOM 121
SACRAMENTO, CA 95814 (916) 651-8832**

California Relay for the hearing impaired:
From a TDD Phone (800) 735-2929
From a Voice Phone (800) 735-2922

DO NOT SUBMIT A STATE APPLICATION (STD. 678) TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.

NOTE: All State Applications (STD. 678) must include: “to” and “from” dates (month/day/year); time base; and civil service class titles. State Application (STD. 678) received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application (STD. 678).

EXAMINATION ELIGIBILITY LIMITATION A candidate may be tested only once during any testing period. The testing period for this classification is once every 12 months. If you have taken an examination for this classification with the Department of State Hospitals- Atascadero, Coalinga, Metropolitan, Napa, Patton, Sacramento, Salinas Valley, Stockton, or Vacaville within the last 12 months, you are not eligible to compete in this examination.

FINAL FILE DATE **Continuous Testing – No Final File Date.** Testing is considered continuous as dates can be set at any time.

SPECIAL TESTING ARRANGEMENTS If you have a disability and need special testing arrangements, mark “yes” on Question #2 on the State Application (STD. 678). The Selection Services Unit will contact you to make special testing arrangements.

SALARY RANGE \$4,100 - \$5,133*

*Salary reflects the increase effective 7/1/2015.

The salaries used in the bulletin may not reflect all pay raises or any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your State Application (STD. 678) indicates that you have read, understood, and possess the basic qualifications required.

NOTE: All applicants must meet the education and/or experience requirements for this examination by the testing deadline established by the testing office.

MINIMUM QUALIFICATIONS

Either I

One year of responsible administrative experience in the California state service performing duties that include locating, protecting, and managing patients' assets; investigating financial status of patients and responsible relatives; determining charges; and claims for benefits on behalf of patients.

Or II

Two years of full-time experience as a trust officer or assistant trust officer for a bank or savings and loan association, or as a credit manager or assistant credit manager for a finance company, bank loan department, credit association, business concern, or credit union.

(Education in a college level Business Administration curriculum may be substituted for up to one year of the required experience on the basis of one year of education being equivalent to six months of qualifying experience. The equivalent of six semester units of this education must be in accounting and three semester units must be in business law.)

Or III

Three years of full-time responsible managerial experience with primary responsibility in the extension and adjustment of credit; collection of accounts and notes receivable, with an active volume of at least 1,000 accounts.

(Education in a college level Business Administration curriculum may be substituted for up to one year of the required experience on the basis of one year of education being equivalent to six months of qualifying experience. The equivalent of six semester units of this education must be in accounting and three semester units must be in business law.)

ADDITIONAL DESIRABLE QUALIFICATIONS

Education: Equivalent to graduation from high school.

SPECIAL PERSONAL CHARACTERISTICS

Willingness to work irregular hour and in various location throughout the State; willingness to travel throughout the State; tact; neat personal appearance.

JOB DESCRIPTION

This is the journey person level for this series. Under direct supervision, incumbents work with a patient caseload in either a hospital, regional office, or headquarters. Duties include: investigating the financial status of patients and responsible relatives; locating, protecting, and conserving assets of patients; locating and obtaining benefits and other resources on behalf of patients; and establishing, adjusting, compromising, cancelling, or collecting charges for patient treatment.

EXAMINATION INFORMATION

This examination will consist of a Training and Experience examination – Weighted 100%

[**CLICK HERE FOR THE TRAINING AND EXPERIENCE EXAMINATION**](#)

The examination will consist solely of a Training and Experience Examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Examination process.

EXAMINATION SCOPE

Knowledge of:

1. Credit and adjustment principles and procedures.
2. Investigation and interviewing techniques.
3. Legal procedure required to enforce payment of accounts.
4. Principles of property management, accounting, financial record keeping, and commercial law.
5. Laws governing probate, divorce, annulment, community property, homestead, liens, and conveyance of real property.
6. Health and Welfare Programs, guardianships, trusts veterans benefits, unemployment and disability insurance, fraternal order insurance programs, disability income programs, comprehensive liability insurance and automobile medical reimbursement insurances, Federal Old Age Survivors' Insurance, workers' compensation, hospitalization insurance, retirement plans, prepaid medical care plans, health and life insurance contracts, Medicare and Med-Cal insurance, and veterans care benefits, provisions of the Welfare and Institutions Code relating to patients' benefits and insurance.
7. Basic medical terminology.

Ability to:

1. Read and write English at a level required for successful job performance;
2. Apply to specific situation the provisions of the Welfare and Institutions Code relating to patients' benefits and insurance.
3. Understand and interpret legal and other documents.
4. Conduct informal conferences.
5. Negotiate equitable programs for payment of charges and settlement of claims.
6. Locate assets, ascertain sources of income, appraise the financial condition of debtors, and make practical appraisals of real property.
7. Give advice and information to interested persons and agencies and develop and maintain friendly and cooperative relations.
8. Analyze situations accurately and adopt effective course of action.
9. Handle extensive correspondence and prepare clear and comprehensive reports.
10. Communicate effectively.

ELIGIBLE LIST INFORMATION

Atascadero, Coalinga, Metropolitan, Napa and Patton. The eligible list will be used to fill vacancies at Atascadero, Coalinga, Metropolitan, Napa, Patton and. Names of successful competitors are merged onto the list in order of final score, regardless of date. Eligibility expires 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

VETERANS' PREFERENCE

Veterans' preference will be granted in this examination.

GENERAL INFORMATION

For an examination without a written feature it is the competitor's responsibility to contact the Department of State Hospitals, Selection Services Unit at (916) 651-8832 three weeks after the application deadline date if she/he has not received a progress notice.

If a competitor's notice of oral interview or performance test fails to reach her/him prior to the day of the interview due to a verified postal error, she/he will be rescheduled upon written request.

State Applications (STD. 678) are available at the California Department of Human Resources, local offices of the Employment Development Department, the Department of State Hospitals, and accessible on the internet at www.CalHR.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Competitors who pass will be ranked according to their scores.

The Department of State Hospitals reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the State Applications (STD. 678). (Section 4 of Article VII of the California Constitution is posted at the California Department of Human Resources, 1515 S Street Sacramento, CA 95811.)

DEPARTMENT OF STATE HOSPITALS

Selection Services Unit
1600 9th Street, Room 121
Sacramento, CA 95814

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922