



**DEPARTMENT OF DEVELOPMENTAL SERVICES
EXAMINATION ANNOUNCEMENT**



**PATIENT BENEFIT AND INSURANCE OFFICER II
(SUPERVISOR)**

PROMOTIONAL

6FV13

AN AFFIRMATIVE ACTION EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. 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.

SUBDIVISIONAL FOR: Fairview Developmental Center

COMPETITION LIMITED TO STATE EMPLOYEES

Applicants must have a permanent civil service appointment with Fairview Developmental Center as of the final filing date, in order to take this examination.

FINAL FILING DATE: August 31, 2016 by 4:30 p.m.

Applications (Form STD-678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered or received via inter-office mail after the final filing date will not be accepted for any reason. Faxed applications or resumes will not be accepted.

Applications may be downloaded from California Department of Human Resources website at <http://www.cahr.ca.gov>. Applications are available and MUST be filed in person or by mail with:

**FAIRVIEW DEVELOPMENTAL CENTER
PERSONNEL/TESTING OFFICE
2501 HARBOR BOULEVARD
COSTA MESA, CA 92626**

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

NO WRITTEN TEST IS REQUIRED

The entire examination will consist of an interview.

QUALIFICATIONS APPRAISAL:

It is anticipated that interviews will be held during September 2016.

SALARY RANGE: \$4502 - \$5634

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

One year of experience performing the duties of a Patient Benefit and Insurance Officer I in the California state service.

Special Personal Characteristics: Willingness to work irregular hours and various locations throughout the State, willingness to travel throughout the State, tact, and neat personal appearance.

THE POSITION

This is the first supervisory level in this series. In a hospital, regional office, or headquarters, incumbents supervise employees responsible for a patient caseload.

EXAMINATION INFORMATION

This examination will consist of a qualifications appraisal interview only. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview.

Qualifications Appraisal - Weighted 100.00%

Scope:

In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:

A. 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 and Survivors' Insurance, workers' compensation, hospitalization insurance, retirement plans, prepaid medical care plans, health and life insurance contracts, Medicare and Medi-Cal insurance, and veterans care benefits, provisions of the Welfare and Institutions Code relating to patients' benefits and insurance.
7. Basic medical terminology.
8. Functions and responsibilities of the Patient Benefit and Accounts Branch.
9. Procedures followed in administrative hearings and in the lower courts.
10. Provisions of the Insurance Code, California Unemployment Insurance Code, Labor Code, Probate Code, Civil Code, and Code of Civil Procedure relating to functions of the Patient Benefit and Accounts Branch.
11. Principles of effective training and supervision.
12. A manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.

B. Ability to:

1. Read and write English at a level required for successful job performance.
2. Apply to specific situations 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 courses of action.
9. Handle extensive correspondence and prepare clear and comprehensive reports.
10. Communicate effectively.
11. Evaluate investigation reports and case records.
12. Invoke waiver of premium provision in life and health insurance contracts on behalf of entitled patients.
13. Prepare cases for legal action.
14. Conduct conferences on complex and controversial matters.
15. Interpret the provisions of disability, auto, comprehensive, liability, indemnity, and industrial insurance policies.
16. Determine liability for claims.
17. Determine legal costs, and prosecute for payment.
18. Plan and direct the work of others.
19. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

SEE REVERSE FOR ADDITIONAL INFORMATION

**PATIENT BENEFIT AND INSURANCE OFFICER II (SUPERVISOR)
VM80 - 8660**

FINAL FILING DATE: August 31, 2016

PATIENT BENEFIT AND INSURANCE OFFICER II (SUPERVISOR)

BRD: 08/16/16

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that candidates take special care in accurately and completely filling out their application. List all experiences relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the ten-year limit printed on the applications. Supplementary information will be accepted, but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

ELIGIBLE LIST INFORMATION:

A Subdivisional promotional eligible list will be established for **Fairview Developmental Center** only.

The list will be abolished 24 months after it is established unless the needs of the

service and conditions of the list warrant a change in this period.

Veterans' preference credits will not be granted in promotional examinations. Career credits do not apply.

BACKGROUND INVESTIGATION: Competitors who are successful in this examination will be required to complete (prior to an appointment in this class) a background investigation document, on which information regarding certain arrests (regardless of conviction) and felony convictions must be divulged. Information collected on this document is distinct from that required on the Standard Application for Examination, Form STD-678, that is filled out prior to the examination. The hiring agency uses the information obtained on the background investigation document to conduct background investigations and/or to determine an individual's suitability for employment.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Fairview Developmental Center's Testing Office three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the CANDIDATE'S RESPONSIBILITY to contact the Fairview Developmental Center's Testing Office three weeks after the final filing date if he/she has not received a progress notice.

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

Applications are available at State Personnel Board Offices, local offices of the Employment Development Department and the Department noted on the front. Applications may also be downloaded from State Personnel Board website at <http://www.spb.ca.gov>.

If you meet the requirements stated on the reverse side, you may take this examination, which is competitive. Possession of the entrance requirement does not assume a place on the eligible list. Your performance in the examination described on the reverse side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

THE STATE PERSONNEL BOARD 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 laws 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 candidates warrant. Ordinarily, qualifications appraisal interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as 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 from one to four years unless otherwise stated on this bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board offices.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, 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.

INTERVIEW SCOPE: If an interview is conducted, in addition to the scope described on the reverse of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational 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 candidate is considered to have the 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.

DT/O (Rev. 10/86), FDC 09/12

DEPARTMENT OF DEVELOPMENTAL SERVICES - 1600 9th Street, P.O. Box 944202, Sacramento, CA 94244-2020
Telephone: Public: (916) 654-1625 TDD: Voice of Hearing Impaired (916) 654-2054

Canyon Springs P.O. Box 1660 Cathedral City, CA 92235-1660 Public: (760) 770-6355	Fairview Developmental Center 2501 Harbor Blvd. Costa Mesa, CA 92626 Public: (714) 957-5121 TDD: (714) 957-5512	Lanterman Developmental Center 3530 West Pomona Blvd. Pomona, CA 91769 Public: (909) 595-1221 TDD: (909) 595-3971	Porterville Developmental Center 26501 Avenue 140 Porterville, CA 93257 Public: (559) 782-2222 (559) 782-2322	Sonoma Developmental Center P.O. Box 1493 Eldridge, CA 95431 Public: (707) 938-6339 TDD: (800) 735-2929
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TDD is a Telecommunications Device for the Deaf and is reachable from phones equipped with a TDD Device.