

**DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
EMPLOYMENT OPPORTUNITY**

This Agency is charged with ensuring proper **MEDICAID** services to qualified recipients. Please visit our website and the Commonwealth of Virginia's website referenced below for additional information and qualifications.

APPEALS PROGRAM SUPPORT TECHNICIAN SENIOR

Role Title: Administrative and Office Specialist III

Position #00665

Pay Band 3, Level II, Hiring Range: \$24,479 - \$37,230

Closing Date: August 3, 2015

This position is responsible for performing program and administrative functions for the Appeals management team and the Provider Appeals unit. The successful candidate must have knowledge of office operations and protocol, and be able to handle multiple priorities in a fast-paced, deadline-driven environment. Working knowledge of medical and legal terminology and of health care policies/procedures a plus. Must have demonstrated ability to write, proofread, and to communicate effectively. Requires demonstrated ability to prioritize and complete multiple tasks quickly. Requires proficiency using personal computer applications including word processing, databases, and spreadsheets. Must have demonstrated ability to interpret and apply policies, procedures and regulations, and to research and analyze data to reach logical conclusions. Requires demonstrated ability to effectively compose, edit and format written communications. Must have considerable experience requesting and/or providing information by telephone and written inquiries in a professional environment. Prefer experience leading the analysis and dissemination of incoming appeals, entering and retrieving data from a database, opening appeal files, attaching appropriate timelines to files, and assigning files to hearing officers with the assistance of the provider unit manager and/or Appeals Division Director. Some college or undergraduate degree in paralegal studies, business administration, or human services field preferred; education/training/experience interchangeable.

ONLINE STATE APPLICATION REQUIRED

Resumes will not substitute for state applications. DMAS will only accept online applications submitted through the RMS by 11:59 p.m. on the referenced closing date. Faxed, emailed, or hand delivered applications or resumes will not be accepted and resumes will not substitute for a complete state application. Applications must include complete work history, including periods of unemployment if applicable. Consideration for an interview is based solely on the information within the application.

Receptionist: 804-786-5408, TDD 800-343-0634

Web Sites for Vacancy Listings

RMS: <http://jobs.agencies.virginia.gov/applicants/Central?search=602>

DMAS: http://www.dmas.virginia.gov/Content_pgs/ab-emp.aspx

Applicants needing accommodation to apply for openings should contact the DMAS receptionist for additional information.

EEO/AA/ADA