

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

DISABILITY DETERMINATION ASSISTANT

JOB DESCRIPTION

Employees in this job perform a variety of support duties in assisting Disability Examiners and managers in determining clients' eligibility for Social Security disability benefits. The work involves frequent contacts with clients, medical services, government services and others to obtain and verify medical and financial information needed to determine eligibility.

There are four classifications in this job.

Position Code Title - Disability Determination Ast-E

Disability Determination Assistant 8

This is the entry level. The employee, with prior related office or patient care experience, performs a range of disability determination support assignments. Close supervision and guidance is provided while the employee learns the methods and procedures of disability determination work.

Disability Determination Assistant 9

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of disability determination support assignments.

Disability Determination Assistant E10

This is the experienced level. The employee performs a full range of disability determination support assignments, using considerable independent judgement to interpret and apply guidelines to a complex variety of situations.

Position Code Title - Disability Determination Ast-A

Disability Determination Assistant 11

This is the advanced level. The employee will function as a lead worker. At this level, employees are responsible for overseeing the work assignments of other Disability Determination Assistants while performing a full range of assignments.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Explains eligibility criteria and procedures for scheduling medical examinations, and provides general information regarding Social Security disability claims and benefits to clients.

Performs quality assurance technical reviews, independently reviewing social security disability claims for accuracy and identifying potential problems and errors in accordance with established methods, practices, policies, procedures, and guidelines governing the adjudication of social security disability claims.

Reviews claims files to determine adequacy of information relative to alleged impairment, medical sources, and vocational background; determines additional information needed and makes recommendations in writing to disability examiners for action, or takes the necessary steps to obtain the information. Also screens claims for priority, special review of continuing disability reviews or other case issues.

Contacts claimants and doctors offices to obtain information on medical examination and vocational history.

Contacts in person or by phone, government agencies, hospitals, and other health services providers to obtain information concerning clients' medical assessment needs.

Reviews medical records and/or charts for information identified as necessary by the disability examiner in order to adjudicate applicant's disability claim.

Secures follow up information on special examinations and eligibility determinations required to complete the disability determination process.

Contacts physicians to determine the existence and availability of information relevant to claims, and requests medical records.

Prepares histories of vocational and medical evaluations received to update medical resource files and maintain case records.

Calls claimants to remind them of scheduled examinations and determines if transportation is needed. Makes transportation arrangements for clients through private, public, or volunteer carriers.

Schedules medical examinations for claimants.

Authorizes payment of bills for medical examinations and medical records.

Compiles and analyzes data for special technical studies regarding program, client, or vocational profiles. Prepares reports for these studies.

Participates in the tabulation of data from attending physician done by the quality assurance unit.

Travels to hospitals, medical and/or health care centers, and other health services providers.

Prepares monthly reports for technical reviews, client studies and physicians' reports.

Gives reports either orally or in writing.

Updates various manuals as needed.

Associates mail in the appropriate claim folder and pulls diaries to identify the next action needed.

Enters all relevant data on disability claims into computer system. Retrieves, reviews, and evaluates computer data as needed.

Answers inquiries and provides program information to clients over the telephone. Covers examiners' telephone in their absence and retrieves messages from voice mail.

May perform general typing, photocopying, and distribution of cases, mail, or other materials.

Performs related work as assigned.

Additional Job Duties

Disability Determination Assistant E10

Evaluates, revises, and designs forms and procedures as necessary to improve their efficiency and accuracy.

May explain instructions, procedures, and any modifications or changes of proper methods of disability determination assistant work to disability examiners.

Prepares state agency, work sample, weekly reports.

Disability Determination Assistant 11

Resolves problems and answers questions to other workers.

Assigns work to Disability Determination Assistants and reviews work for accuracy and completeness.

Trains new and developing employees and provides technical assistance.

Establishes work priorities for Disability Determination Assistants and coordinates assignments to assure completeness within established promptness standards.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of the social security disability program and terminology used in claims processing.

Knowledge of the forms, letters, and other documents used to process disability claims for social security.

Knowledge of the case flow and disability determination office organization.

Knowledge of the needs, problems, and attitudes of disabled persons.

Knowledge of the abilities and limitations of the handicapped.

Knowledge of vocational rehabilitation programs.

Knowledge of medical and technical terminology relating to disabling conditions.

Knowledge of medical records and claims processing procedures.

Knowledge of available transportation in various geographical locations.

Knowledge of geographic locations of hospitals and other health services providers where clients are being serviced.

Knowledge of office work, business practices, and business office machines.

Knowledge of resources available to process disability claims.

Ability to follow oral and written instructions.

Ability to interpret rules and regulations and to apply them to specific problems.

Ability to maintain records, prepare reports and draft correspondence related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Ability to interpret program operation/technical review manuals and federal and state regulations and guidelines.

Ability to identify applicable lab results and utilize properly for determinations and studies.

Ability to communicate with hospitals and other health services providers' staff.

Ability to develop and utilize computer skills for data entry and review, and other computer-related work.
Ability to write well and concisely, to express thoughts clearly, and to develop ideas in a logical sequence.
Ability to interact effectively with clients from varying backgrounds.

Additional Knowledge, Skills, and Abilities

Disability Determination Assistant 11

Ability to explain instructions and guidelines and train others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities, assign work, and review work for quality and production standards.

Ability to establish and revise operational standards

Ability to assist others in solving work problems

Working Conditions

None

Physical Requirements

None

Education

Education typically acquired through completion of high school.

Experience

Disability Determination Assistant 8

Two years of administrative support experience dealing with some aspect of claims processing in a disability determination service office, including one year equivalent to the experienced (E7) level.

Disability Determination Assistant 9

One year of experience equivalent to a Disability Determination Assistant 8.

Disability Determination Assistant E10

Two years of experience equivalent to a Disability Determination Assistant, including one year equivalent to a Disability Determination Assistant 9.

Disability Determination Assistant 11

Three years of experience equivalent to a Disability Determination Assistant, including one year equivalent to a Disability Determination Assistant 10.

Alternate Education and Experience

Disability Determination Assistant 8

Completion of two years of college (60 semester or 90 term credits) may be substituted for the education and experience requirements.

Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

Job Code Description

DISDETAST

DISABILITY DETERMINATION ASSISTANT

Position Title

Position Code

Pay Schedule

Disability Determination Ast-E

DSDTASTE

E42-009

Disability Determination Ast-A

DISDASTA

E42-013

KM

05/25/2014