



THE CITY OF NEW YORK
 DEPARTMENT OF CITYWIDE
 ADMINISTRATIVE SERVICES
 APPLICATION UNIT
 1 CENTRE STREET, 14TH FLOOR
 NEW YORK, NY 10007

REQUIRED INFORMATION
APPLICATION

BILL DE BLASIO
 Mayor

LISETTE CAMILO
 Commissioner

NOTICE OF EXAMINATION

**PROMOTION TO SENIOR HOSPITAL CARE INVESTIGATOR (HHC)
 Exam No. 6533
 (For The New York City Health and Hospitals Corporation Only)
 AMENDED NOTICE - August 31, 2016**

<p>WHEN TO APPLY: From: May 4, 2016 To: May 24, 2016</p>	<p>APPLICATION FEE: \$68.00</p> <p>If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.</p>
<p>THE TEST DATE: The multiple-choice test is expected to be held on Saturday, November 5, 2016.</p>	

The Notice of Examination is amended to change the date of the multiple-choice test from September 17, 2016 to November 5, 2016, and to add the Written Test Description.

**YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY
 BEFORE YOU SUBMIT YOUR APPLICATION.**

WHAT THE JOB INVOLVES: Senior Hospital Care Investigators (HHC), under general supervision, supervise and train a unit or units of Hospital Care Investigators (HHC) responsible for conducting financial investigations and related activities in hospitals and/or health care facilities to determine patients'/clients' ability to pay for medical services or to determine alternative sources of payment, including eligibility for medical insurance coverage; recommend and/or take necessary actions to bill and collect for medical services, including conducting emergency and/or complex investigations to facilitate payment. All Senior Hospital Care Investigators (HHC) perform related work.

Special Working Conditions: Senior Hospital Care Investigators (HHC) may be required to work shifts including nights, Saturdays, Sundays, and holidays.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY: The current minimum salary is \$46,163 per annum. This rate is subject to change.

HOW TO APPLY: If you believe you are eligible to take this examination, submit an application on the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A unique and valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can submit an application to ensure the accuracy of candidate information. Verification is instantaneous for most accounts, but some accounts may require up to 24 hours to be reviewed by a staff member and resolved. Email notification will be sent to those creating accounts that require additional documentation before they can be resolved. Please keep this information and the application period deadline in mind when creating your account.** The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets.

If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements, visit the Fee Waiver FAQ on the Online Application System at <https://a856-eeexams.nyc.gov/OLEE/oasys/FAQFeeWaiver.aspx>.

You may come to the DCAS Computer-based Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams) or to submit documentation for a fee waiver.

The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of the New York City Health and Hospitals Corporation who **on the date of the multiple-choice test:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Hospital Care Investigator (HHC); and
- (2) is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to Regulation 4 of HHC's Personnel Rules and Regulations and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your facility's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

ELIGIBILITY TO BE PROMOTED: In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion.

Assignment of Duties: Section 424-a of the NYS Social Services Law requires an authorized agency to inquire whether a candidate selected for employment who will have regular and substantial contact with children is, or has been, the subject of an indicated child abuse and maltreatment report on file with the Statewide Central Register for child abuse and maltreatment. Statewide Central Register checks will be obtained as part of the background screening process for selected candidates. Candidates who have been the subject of an indicated child abuse and maltreatment report may not be hired or assigned to any position that requires regular and substantial contact with children.

The Protection of People with Special Needs Act: Article 20 of the NYS Executive Law and Article 11 of the NYS Social Services Law require an authorized agency to inquire whether a candidate selected for employment to a position with the potential for regular and substantial contact with vulnerable persons with special needs has been found responsible for serious or repeated acts of abuse and neglect through a check of the Staff Exclusion List maintained by the NYS Justice Center for the Protection of People with Special Needs. Candidates who have substantiated/indicated cases on file with the Staff Exclusion List will not be hired or assigned to such a position.

THE TEST: The multiple-choice test may be given at a computer terminal or in a paper and pencil format. You will be informed of the format on your Admission Notice. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with the Health and Hospitals Corporation in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test is designed to assess the extent to which candidates have certain knowledge and abilities determined to be important to the performance of the tasks of a Senior Hospital Care Investigator. Task categories to be tested are as follows:

Supervision of Hospital Care Investigators, Review of Patient Cases and Documentation, Billing Review and Assessment, Correspondence, Use of Computerized Systems, and Interaction With Hospital Patients.

The test may include questions on training, interviewing and monitoring Hospital Care Investigators; maintenance/utilization of reports and records; policy and procedure of HHC, HRA and NYS; insurance contracts; reports/online applications (ex. OmniPro, Allscript, IAR) used in patient accounts; insurance carrier websites; ePaces; HHS Connects; coordination of benefits; worker's compensation/no fault/VA insurance; Medicare/Medicaid HMOs; billing time frames, maximizing reimbursements; timely follow-up; addressing issues within units; disciplinary issues/evaluations; interactions with other departments (utilization review, admitting, social work, emergency room); assignment and monitoring of HCI caseloads; Certified Application Counselor requirements; coding; scheduling/monitoring time and leave; acute and alternative levels of care; monitoring/keeping statistical records; and navigating the NY State of Health Marketplace.

The test may also include questions requiring the use of any of the following abilities:

Analytical Thinking: Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. A Senior Hospital Care Investigator might use this ability when determining the causes of late case submissions.

Quantitative Analysis & Interpretation: Analyzing, interpreting and understanding the underlying principles and meaning of numerical data; recognizing inconsistencies and errors in reports containing numerical data. May involve making projections. A Senior Hospital Care Investigator might use this ability when calculating insurance rates when billing a claim.

Judgment & Decision-Making: Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically, typically applied over a short time frame. A Senior Hospital Care Investigator might use this ability when determining the priority of patients' cases.

Planning & Organizing: Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. A Senior Hospital Care Investigator might use this ability when determining caseloads.

Management of Personnel Resources: Motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. A Senior Hospital Care Investigator might use this ability when distributing case assignments to Hospital Care Investigators.

Monitoring: Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. A Senior Hospital Care Investigator might use this ability when evaluating the performance of a new Hospital Care Investigator.

Written Comprehension: Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. A Senior Hospital Care Investigator might use this ability when reviewing a Hospital Care Investigator's case report.

Written Expression: Appropriately communicating information and ideas in written words and sentences so intended audience will understand. A Senior Hospital Care Investigator might use this ability when writing an evaluation of a Hospital Care Investigator's performance.

Coaching & Mentoring: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. A Senior Hospital Care Investigator might use this ability when helping a Hospital Care Investigator improve their job performance.

Teamwork: Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. A Senior Hospital Care Investigator might use this ability when assisting staff on the completion of tasks.

Integrity: Acting in an honest and ethical manner. A Senior Hospital Care Investigator might use this ability when handling confidential patient information.

Attention to Detail: Being careful about detail and thorough in completing work tasks. A Senior Hospital Care Investigator might use this ability when reviewing the billing rates used on a Hospital Care Investigator's claims.

Updating & Using Relevant Knowledge: Keeping up-to-date technically and applying new knowledge to the job. A Senior Hospital Care Investigator might use this ability when informing staff of changes in billing rates.

Warning: You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however, they must be hand-held, battery or solar powered, numeric only. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited**. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of the test site while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

ADMISSION NOTICE: You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the date of the test, you must go to Administration, Customer and Exam Support, 1 Centre Street, 14th Floor, Manhattan, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

THE TEST RESULTS: If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an HHC eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

CHANGE OF MAILING AND/OR EMAIL ADDRESS: It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. You may miss important information about your exam(s) or consideration for promotion, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or to the United States Postal Service will NOT update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

ADDITIONAL INFORMATION:

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian, Arabic, Bengali, Chinese (Cantonese), Chinese (Mandarin), French, German, Greek, Haitian/Creole, Hebrew, Hindi, Hungarian, Italian, Khmer, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, Tibetan, Urdu, Vietnamese, West African Languages (e.g., Ibo, Swahili, Yoruba), Yiddish and/or you know American Sign Language, you may be considered for promotion to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

Selective Certification for Certified Application Counselor (CAC): If you are currently a Certified Application Counselor in New York State, you may be considered for promotion to positions through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification. The certification will be verified by the appointing facility at the time of promotion. This certification must be maintained for the duration of your employment. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

The above Selective Certification requirements may be met at any time during the duration of the list. If you meet the requirements at some future date, please submit your request by mail to DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th floor, New York, NY 10007. Please include the examination title and number, your social security number and the specific selective certification(s) in your request.

List Termination: The eligible list resulting from this examination will be terminated one year from the date it is established, unless extended by HHC.

SPECIAL ARRANGEMENTS:

Late Filing: Consult **your facility's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- (1) You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
- (2) You become eligible after the above application period but on or before the date of the multiple choice test.

Make-up Test: You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

- (1) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (4) absence due to ordered military duty;
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
- (6) a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact Administration, Customer and Exam Support in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

PENALTY FOR MISREPRESENTATION: Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available at nyc.gov/dcas and at the DCAS Computer-based Testing and Applications Centers.

The New York City Health and Hospitals Corporation is an Equal Opportunity Employer.
Title Code No. 523430; Hospital Care Investigator Occupational Group

**For information about other exams, call 212-669-1357.
Internet: nyc.gov/dcas**