

SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.9  
(ID # 17382)

**MEETING DATE:**

Tuesday, November 09, 2021

**FROM :** HUMAN RESOURCES AND RIVERSIDE UNIVERSITY HEALTH SYSTEM :

**SUBJECT:** HUMAN RESOURCES & RUHS: Classification and Compensation recommendation to establish a new Utilization Review Technician classification, adjust the salary of the Insurance Billing Clerk classification; and amend Ordinance No. 440 Pursuant to Resolution No. 440-9225, District: All. [Total Cost \$87,126, 100% Department Budget]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the creation of the Utilization Review Technician classification.
2. Adjust the salary of the Insurance Billing Clerk classification.
3. Amend Ordinance No. 440 pursuant to Resolution No. 440-9225.

**ACTION:**Policy

  
Brenda Diederichs, Assistant CEO / Human Resources Director 10/19/2021

  
Matthew Chang, Director 10/27/2021

  
Jennifer Cruikshank, Chief Executive Officer - Health System 10/28/2021

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9225 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: November 9, 2021  
xc: RUHS, HR

Kecia R. Harper  
Clerk of the Board

By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 32,828	\$ 54,298	\$ 87,126	\$ 54,298
<b>NET COUNTY COST</b>	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
<b>SOURCE OF FUNDS:</b> RUHS - Department Funds, BHS - Federal & State Funds			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year:</b> 21/22	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The mission of the Riverside University Health System - Medical Center (RUHS-MC) is to improve the health and well-being of patients through dedication to exceptional and compassionate care, education, and research. The Integrated Care Management (ICM) Department's mission is to facilitate the flow of patient information between RUHS and insurance providers to determine the length of a patient's stay, necessary medical treatment, and ongoing patient care.

ICM requested that Human Resource's Classification and Compensation Unit conduct a classification study on six permanent employees classified as either Medical Unit Clerk, Office Assistant II, or Medical Assistant on the appropriateness of their current classifications. The study found that all six incumbents are performing utilization review duties which require an understanding of various types of insurance plans, medical billing, and patient treatment authorizations requests. Upon completion of the review of the six incumbents' job duties, it was determined that the incumbents are not working within the scope of their current classifications. A search of the County's class listing found no viable alternative classification that accurately reflects the work performed by the incumbents. Therefore, it is recommended that the Board of Supervisors approve a new Utilization Review Technician classification and reclassify all six incumbents into the more appropriate classification.

The creation of the Utilization Review Technician classification creates a internal parity issue with an existing classification that works along the patient continuum of care. To maintain internal parity between the two classifications, it is recommended that an adjustment be made to the salary plan of the Insurance Billing Clerk classification (IBC).

**Classification Addition**

**Utilization Review Technician:** It is recommended to add this classification to the Class and Salary Listing at salary plan/grade LIU 398 (\$41,114 - \$55,671). The cost to RUHS in salary/benefits of reclassifying the six incumbents is approximately \$19,489 for the remainder of fiscal year 21/22. The cost in salary/benefits of reclassifying the six incumbents for a full fiscal year is approximately \$33,841.

**Salary Adjustment**



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STATE OF CALIFORNIA**

**Insurance Billing Clerk:** It is recommended to adjust the salary plan/grade from LIU 243 (\$34,739 - \$54,208) to salary plan/grade LIU 268 (\$35,674 - \$55,671). There are twenty-one incumbents in this classification. It is recommended that eight incumbents who have been at max salary for longer than a year be granted an immediate 2.7% increase to preserve internal equity. The cost to RUHS to increase the eight incumbents salary/benefits for the remainder of fiscal year 21/22 is approximately \$11,073. The cost to increase the (8) incumbents salary/benefits for a full fiscal year is approximately \$16,981.

**Additional Fiscal Information**

The RUHS - Behavioral Health Department (RUHS-BH) also utilizes Insurance Billing Clerks. Of the eight incumbents employed by RUHS-BH, one will receive an immediate salary adjustment as they have been at max salary for longer than a year and one will immediately be brought up to the new minimum salary. The cost to RUHS-BH to immediately increase the two incumbents salary/ benefits for the remainder of fiscal year 21/22 is approximately \$2,266. The cost to increase the (2) incumbents salary/benefits for a full fiscal year is approximately \$3,476.

**Impact on Residents and Businesses**

Approval of the recommended classification will allow the department to retain skilled staff and fully utilize current staff to carry out the department's mission and better serve the community.

**Attachments**

- Attachment A: Resolution No. 440-9225
- Attachment B: Utilization Review Technician Market Survey Data
- Attachment C: Utilization Review Technician Class Specification

RESOLUTION NO. 440-9225

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on October 26, 2021, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
73981	+	Utilization Review Technician	LIU 398

BE IT FURTHER RESOLVED that pursuant to Section 8(c) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>Class Title</u>	<u>From Salary Plan/Grade</u>	<u>To Salary Plan/Grade</u>
15908	Insurance Billing Clerk	LIU 243	LIU 268

## ROLL CALL:

Ayes: Spiegel, Jeffries, Washington, Perez and Hewitt  
 Nays: None  
 Absent: None  
 Abstained:

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

Kecia R. Harper, Clerk of said Board

By

Deputy

/kc

10/06/2021

440 Resolutions\KC

# External Market Survey Data

## Utilization Review Technician

Riv Co Class Code: 73981

Jurisdiction	Title	Job Code	Union	Min Salary	Max Salary	Spread
Los Angeles County	<u>Patient Resources Worker</u>	9192	<u>MOU</u>	\$41,240	\$48,438	17.45%
Orange County	No comparable class					
San Bernardino County	<u>Utilization Review Technician</u>	21009	<u>MOU</u>	\$35,859	\$49,245	37.33%
San Diego County	<u>Human Services Specialist</u>	5223	<u>MOU</u>	\$43,659	\$53,726	23.06%
Ventura County	<u>Medical Office Assistant II</u>	1329	<u>MOU</u>	\$31,176	\$43,597	39.84%
HASC - Inland Empire	Utilization Review Clerk	1202		\$39,291	\$56,035	42.62%
Santa Clara County	<u>Valley Health Plan Assistant</u>	D35	<u>MOU</u>	\$55,975	\$67,577	20.73%
Kern County	<u>Health Plan Utilization Specialist II</u>	476	<u>MOU</u>	\$40,595	\$49,558	22.08%
	County Mean:			\$41,114	\$52,597	27.93%
	County Median:			\$40,595	\$49,558	22.08%
<b>Riverside County</b>	Utilization Review Technician	73981		\$35,674	\$54,579	52.99%
	Dollar difference from Mean:			<b>-\$5,440</b>	<b>\$1,982</b>	
	Percentage difference from mean:			<b>-13.23%</b>	<b>3.77%</b>	
	Dollar difference from median:			<b>-\$4,921</b>	<b>\$5,021</b>	
	Percentage difference from median:			<b>-12.12%</b>	<b>10.13%</b>	

Notes: **Riverside:** Salary used for Utilization Review Technician is the current County Mean.

**Los Angeles:** Patient Relations Representative (CC:9197) is a lead level classification over Patient Resources Worker therefore not the appropriate comparable.

**Ventura:** Medical Office Assistant II is the journey level comparable. The Medical Office Assistant IV classification contains specific knowledge, skills, and abilities making it the more appropriate comparable if criteria were based solely on similar "Essential Duties."

Run Date: 12/16/2020

Date Prepared/Revised: 4/28/2021

By: DP





## UTILIZATION REVIEW TECHNICIAN

Class Code: 73981

COUNTY OF RIVERSIDE  
Established Date: Nov 4, 2021  
Revision Date: Nov 4, 2021

### **SALARY RANGE**

\$19.77 - \$26.76 Hourly  
\$3,426.16 - \$4,639.25 Monthly  
\$41,113.90 - \$55,670.99 Annually

### **CLASS CONCEPT:**

Under general supervision, performs a variety of clerical and data collection tasks and acts as a liaison between providers, medical staff and insurance plans in support of Utilization Management and professional staff of Riverside University Health System (RUHS); performs other related duties as required.

The Utilization Review Technician is a journey level classification and reports to an appropriate supervisory or manager level position. Incumbents respond to inquiries and concerns of the health plan members and is the primary liaison between the health plan member and network providers. In addition, incumbents monitor patient treatment records and follow up with physicians or nursing staff to ensure that documentation is provided or a determination is made as to medical necessity and appropriateness of services.

**REPRESENTATION UNIT:** LIUNA – Support Services

### **EXAMPLES OF ESSENTIAL DUTIES:**

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Record intake information on the phone from providers requesting referral and/or authorization and refer requests to nursing staff and/or Medical Director, or give authorization according to specified criteria following physician or nursing staff directions.
- Monitor and maintain Medi-CAL Treatment Authorization Requests (TARs) backlog and Commercial Insurance backlog; refer TARs to Case Manager for resubmission.
- Act as a liaison and resource to other departments, contracted hospitals, insurance companies, subsidized programs, etc. relative to the work of the department.
- Monitor insurance listed within patients Emergency Medical Records (EMR) and notify Integrated Care Management (ICM) team members regarding insurance changes; assist in obtaining authorizations and approval for inpatient stays and document authorizations in the EMR.

- Work with medical staff to complete patient charts and forms; compare medical record documentation with professional standards of care, as outlined by the utilization review nurse manager or physician.
- Issue Important Message (IM) and Medicare Outpatient Observation Notice (MOON) letters for Medicare beneficiaries.
- Coordinate Durable Medical Equipment (DME) prescriptions with RUHS staff and insurance companies/payor source.
- Monitor and maintain California Children Services (CCS) database document authorizations/denials from CCS and make referrals for all patients under 21 with qualifying CCS diagnosis.
- Promote continuity of care by transmitting all Discharge Summaries to insurance providers.

**RECRUITING GUIDELINES:**

Education: Graduation from high school or attainment of a satisfactory score on a G.E.D test.

Experience: Two years of clinical, billing or medical office administration experience in a healthcare or Health Maintenance Organization.

Knowledge of: General policies of health coverage limits related to managed care and HMO standards; hospital registration, reimbursement or referral practices and procedures; eligibility requirements of subsidiary programs such as Managed Care, Medi-Cal, Medicare, CCS, etc.; general interviewing techniques and telephone etiquette; computer programs, including use of database and word processing; proper English usage, style, grammar, punctuation, and spelling.

Ability to: Learn specialized medical terminology, project indicators and office procedures; perform a variety of clerical duties and work effectively under stressful conditions; communicate effectively in providing information and assisting the public; interact with public service providers, members of the public and staff in a courteous, effective manner.

**OTHER REQUIREMENTS:**

License: Possession of a valid California Driver's License may be required.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.