



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

HOSPITAL CARE INVESTIGATOR (NYC H+H)
Exam No. 4049
(For NYC Health + Hospitals Only)

WHEN TO APPLY: From: December 7, 2023

APPLICATION FEE: \$68.00

To: December 27, 2023

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE BEFORE YOU SUBMIT YOUR APPLICATION.

WHAT THE JOB INVOLVES:

Hospital Care Investigators (NYC H+H), under direct supervision, conduct investigations in a health care setting to determine the eligibility of applicants for medical assistance payment programs or the ability of patients and their legally responsible relatives to pay for hospital or health care charges and take the necessary actions to bill and collect for these services; explore alternative sources for payment of health care setting services rendered; code, verify and modify demographic and insurance data obtained from source documents and enter such data into a computerized system; perform billings and collections functions in order to obtain maximization of health care setting's revenue; all Hospital Care Investigators (NYC H+H) perform related work.

Special Working Conditions:

Hospital Care Investigators (NYC H+H) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the environmental conditions experienced by Hospital Care Investigators (NYC H+H) are: interacting with patients and/or their families in various clinical settings, including but not limited to Behavioral Health, Emergency Departments and/or inpatient units.

(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 \$52,128 per annum. This rate is subject to change.

HOW TO QUALIFY:

You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university; **or**
2. An Associate's degree from an accredited college or university; **and** completion of an accredited certificate program in medical billing; **or**
3. A four-year high school diploma or its educational equivalent; **and** completion of an accredited certificate program in medical billing; and two (2) years of full-time experience in interviewing, investigation, or a related field, such as credit and collection follow-up or bookkeeping, or as a customer service representative providing comprehensive customer service entailing the dispensing of information or listening to and resolving customer's concerns, problems and complaints or troubleshooting; **or**
4. A four-year high school diploma or its educational equivalent; **and** four (4) years of full-time experience, as described in "3" above, at least two years of which must have been in interviewing, investigations, or a related field such as credit and collection follow-up or bookkeeping; **or**
5. Education and/or experience which is equivalent to "1", "2", "3" or "4" above. College education may be substituted for experience on the basis that thirty (30) semester credits are equivalent to one (1) year of experience and candidates must have completed an accredited certificate program in medical billing or have at least two years of full-time experience in interviewing, investigations, or a related field such as credit and collection follow-up or bookkeeping. All candidates must have at least a four-year

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high school diploma.

The education requirement must be met by January 31, 2024. The experience requirement and certificate requirement must be met by the last day of the Application Period (December 27, 2023).

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The certificate program in medical billing, college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

You have until midnight Eastern time on the last day of the Application Period (December 27, 2023) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 27, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

You will not receive credit for education which you obtain after January 31, 2024 or experience or certificates which you obtain after the end of the Application Period (December 27, 2023).

Medical Requirement:

In accordance with applicable Federal, state and local laws and regulations, the NYC Health + Hospitals has established medical standards for this position. Accordingly, all eligibles who have been offered a position will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met and that they can perform the essential functions of the position. During the medical examination, eligibles will be subject to a drug screening test. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable them to take the medical examination, and/or to perform the essential functions of the job.

Residency:

City residency is not required for this position.

English Requirement:

You must be able to understand and be understood in English.

Proof of Identity:

Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the NYC Health + Hospitals.

HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, apply using the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply 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 apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and 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-exams.nyc.gov/OASysWeb/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

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

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Queens

118-35 Queens Boulevard
5th Floor
Forest Hills, NY 11375

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

The DCAS Computer-based Testing & Application Centers will be closed on Monday, December 25, 2023.

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

Special Circumstances Guide: This guide is located on the DCAS website at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Application Centers. This guide gives important information about 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."

REQUIRED INFORMATION:

- 1. Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- 2. Education and Experience Exam:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (December 27, 2023) to clearly specify in detail all of your relevant education, certificate, and experience on your Education and Experience Exam and submit it in the Online Application System (OASys).

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 27, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

- 3. Foreign Education Evaluation Guide (Required only if you need credit for your foreign education to meet the education and experience requirements):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide which is located on the DCAS website at <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf>. When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last day of the Application Period (December 27, 2023).

THE TEST:

Your score will be determined by an Education and Experience Exam. You will receive a score of 70 points for meeting the education and experience requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time experience in a health care setting (e.g., behavioral health units, emergency departments, inpatient and/or outpatient units) working in credit and collection follow-up, investigation or bookkeeping for:	You will receive up to:
At least 1 year but less than 2 years	7.5 points
At least 2 years but less than 3 years	15 points
At least 3 years but less than 4 years	22.5 points
4 or more years	30 points
If you have satisfactory full-time experience working in a non-health care setting in credit and collection follow-up, investigation or bookkeeping for:	You will receive up to:
At least 1 year but less than 2 years	4 points
At least 2 years but less than 3 years	8 points
At least 3 years but less than 4 years	12 points
4 or more years	16 points

If you have satisfactory full-time experience in a health care setting (e.g., behavioral health units, emergency departments, inpatient and/or outpatient units) working as a customer service representative providing comprehensive customer service entailing the dispensing of information or listening to and resolving customer’s concerns, problems and complaints or troubleshooting or conducting interviews for:

You will receive up to:

At least 1 year but less than 2 years	4 points
At least 2 years but less than 3 years	8 points
At least 3 years but less than 4 years	12 points
4 or more years	16 points

If you have satisfactory full-time experience in a non-health care setting working as a customer service representative providing comprehensive customer service entailing the dispensing of information or listening to and resolving customer’s concerns, problems and complaints or troubleshooting or conducting interviews for:

You will receive up to:

At least 1 year but less than 2 years	2 points
At least 2 years but less than 3 years	4 points
At least 3 years but less than 4 years	6 points
4 or more years	8 points

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

Experience used to meet the minimum requirements cannot be used to gain additional credit. Each year of experience will be credited under only one category which will be the highest appropriate category.

You have until midnight Eastern time on the last day of the Application Period (December 27, 2023) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 27, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

Experience must be obtained by the last day of the Application Period (December 27, 2023).

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address, and/or new telephone number.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

THE TEST RESULTS:

If you pass the Education and Experience Exam, your name will be placed in final score order on an NYC Health + Hospitals eligible list, you will be given a list number, and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list and you will receive a Notice of Interview by email.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at www.nyc.gov/examsforjobs and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

ADDITIONAL INFORMATION:

Selective Certification for Certification and/or Special Experience:

If you have any of the certification(s) and/or special experience listed below, you may be considered for appointment to positions requiring this certification or experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring certification or experience. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your certification(s) will be checked by NYC H+H at the time of appointment.**

Selective Certification for Certified Application Counselor (CAC): Possession of a Certified Application Counselor certification.

Selective Certification for Medical Billing (MDB): Completion of an accredited certificate program in medical billing.

Selective Certification for Municipal Government Experience (MGE): At least one (1) year of satisfactory full-time experience working within a City, State or Federal hospital system or health care setting in a similar position, which provides services for a city with a population of over 1 million.

Selective Certification for Foreign Language and/or American Sign Language: If you can speak, read or write Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo-Croatian (**SRC**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), German (**GER**), Greek (**GRE**), Haitian/Creole (**CRE**), Hebrew (**HEB**), Hindi (**HIN**), Hungarian (**HUN**), Italian (**ITA**), Japanese (**JPN**), Khmer (**KHM**), Korean (**KOR**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Languages (e.g., Ibo, Swahili, Yoruba) (**WAL**), Yiddish (**YDD**) and/or you know American Sign Language (**ASL**), you may be considered for appointment 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. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys).

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet this requirement at some future date, please submit a request by email to: LMACustomerService@dcas.nyc.gov, or 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 full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in your correspondence.

Reemployment Of Public Service Retirees:

NYC Health + Hospitals has promulgated rules regarding the reemployment of persons who have already retired from public service. Any such retired person is advised to consult with NYC Health + Hospitals Human Resources, Office of Civil Service and Background Administration at (212) 788-3568 to determine whether they would be eligible for appointment from an eligible list established for this examination.

List Termination:

The eligible list resulting from this examination will be terminated one year from the date it is established, unless extended by the NYC Health + Hospitals.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

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

NYC Health + Hospitals is an Equal Opportunity Employer.

Title Code No. 523420; The Plan of Titles for NYC Health + Hospitals.

**For information about other exams, call 212-669-1357.
Internet: nyc.gov/dcas; for NYC Health + Hospitals: nyc.gov/hhc**