



Memorandum

To: Nicki Neal
Director

Thru: Keith Murry 
Class Studies Supervisor

From: Pat Morrissey 
Human Resource Consultant

Date: January 15, 2014

Subject: **Medical Records Assistant Study**

Introduction:

A classification study of the Medical Records Assistant and Word Processing Center Supervisor job classes was initiated at the request of the Department of Health and Social Services (DHSS).

Study Scope and Objectives:

This study included the review of the all permanent Medical Records Assistant positions employed by the Division of Behavioral Health, Alaska Psychiatric Institute (API); Alaska Pioneer Homes (APH); and the Department of Corrections (DOC), Division of Inmate Health Care (IHC). It also included the review of the single Word Processing Center Supervisor (PCN 065107) position employed by API. In consultation with DOC, the study was expanded to include a single Office Assistant II position (PCN 207328), employed by IHC and responsible for scheduling and coordinating the logistics of transporting inmates for services and procedures provided by external medical providers (e.g., surgery, treatments for cancer).

The formal goals of the study were to review the work and determine if the class concepts accurately reflect the full range, complexity, and levels of work performed; review and assess the qualifying education and experience; revise all class structures as appropriate; and conduct a salary analysis.

Study Contacts:

Donna Knowles (Medical Records Administrator), from API, and Jerri Vansandt (Assistant Administrator, Anchorage Pioneers' Home) from APH, served as study contacts for DHSS. April Wilkerson, Director, Administrative, served as the primary contact for DOC. Additional subject

matter experts included Lisa Garbo (Administrative Assistant II), from API, and Laura Brooks (Division Operations Manager), from IHC.

Pertinent Class Histories:

Medical Records Assistant

Medical Records Assistant (P5422/SR10) was originally established January 1, 1970. The class was abolished December 16, 1984, and reestablished, along with updates to the class concepts, effective April 16, 1989. The AKPAY code was changed from P5422 to P1140 effective December 16, 1991, to move the class from the contemporary Health Services and Education to the Clerical and Secretarial job family. Medical Records Assistant was placed into the new Health Administration class family and the formal class code established as PG0140 effective July 1, 2006. There have been no substantial changes to the job class since.

Word Processing Center Supervisor

Word Processing Supervisor (P1180/SR 14) was established August 1, 1976. The minimum qualifications (MQs) were revised in 1989, 1993, 1996, and 2000. The class code was established as PB0140 effective July 1, 2006. There have been no substantial changes to the job class since.

Study Process and Methodology:

Individualized telephone discussions were conducted with contacts representing API, APH, and IHC, respectively, in lieu of a formal study planning meeting. These discussions occurred between April 17th and May 23rd, 2013. Updated position descriptions (PDs) were received by the Division of Personnel and Labor Relations by May 16, 2013.

As all positions were employed outside Juneau, telephone interviews were conducted with seven Medical Records Assistants and the Office Assistant II between June 10th and June 27th, 2013. An additional Medical Records Assistant interview was conducted via email as the incumbent was unable to participate during available timeframes. The incumbent of the Word Processing Supervisor position had only been employed in her current responsibilities for about two months and was still training into her new responsibilities, so Donna Knowles, her direct supervisor, was interviewed to discuss the duties and expectations of the position's work.

Class concepts and specifications were developed through a review of data compiled from the interviews, historical study and specification files, and PDs, as well as comparison to current State of Alaska job class specifications. Formal class specifications were drafted and presented on September 23, 2013, to DHSS, DOC, Class Studies, and Individual Allocations staff for a ten business-day period of formal review and comment. The class specifications were revised based on the comments and final class specifications and tentative position allocations were presented to appropriate staff on October 8, 2013, for a nineteen day business review period. There were no requests for reconsideration of either the tentative allocations or class specifications.

Class Analysis:

The sixteen permanent positions studied provide a wide variety of support services to patients and State medical and healthcare providers housed or serving in a State-operated care facility (e.g., the API or a Pioneer Home) or correctional facilities. Located within either the facilities or specific medical records facilities and reporting to either a Medical Records Administrator or specific healthcare provider (e.g., Nurse IV, Health Practitioner I), incumbents perform a variety of combined duties ranging from serving as an organization's primary liaison responsible for coordinating the logistics of healthcare through reporting medical healthcare data and maintenance of medical files, coding medical procedures, and/or supervising defined clerical medical support units.

The variety of work has changed since the last study of the Medical Records Assistant positions. Examination of the predominant duties and responsibilities reveals that they are no longer purely responsible for the day-to-day establishment, maintenance, and management of a facility's medical records. The work has expanded to include a combination of additional clerical responsibilities. The work of these positions continues to be distinguished from that of Office Assistants by the responsibility of the latter classes to perform support in more generalized administrative, informational, and/or programmatic functions, whereas the studied work requires more specialized competencies related to medical information and the delivery of medical and healthcare services.

The Word Processing Center Supervisor position no longer plans, organizes, and directs a centralized unit providing comprehensive typing production and word processing support to several line units or agencies and does not continue to exercise a similar scope of responsibility with regards to maintaining production cost records and projecting the budgetary needs of the processing center. This position exercises substantial independent judgment in employing and directing two Medical Transcriptionist and two Medical Records Assistant positions who are collectively responsible for the transcription, consolidation, reporting, assembly, and maintenance of the healthcare records and related data of API patients in accordance with all appropriate laws, regulations, policies, procedures, and best practices.

The work of the Medical Records Assistant and Word Processing Center Supervisor positions remains predominantly clerical as it is structured, often repetitive, and performed in accordance with established guidelines and involves processing data normally initiated elsewhere, or easily ascertained and that is subject to verification, revision, correction and forwarding for action, referral, or archiving.

One distinctive position working at API reports directly to the Medical Records Administrator (PG0141) and is responsible for capturing and translating medical and healthcare provider diagnostic statements into standardized code forms for use in diverse health information management systems. Whereas the majority of Medical Records Assistants may review files to ensure that medical codes have been appropriately assigned and recorded, this incumbent specifically applies specialized training and knowledge of standardized medical coding¹ in order to condense medical diagnostic and treatment statements to determine and assign the appropriate classification codes. The regular and recurring responsibilities assigned to this position meet the definition of technical work in that it involves extensive practical knowledge gained through experience and/or specific formal or on-the-

¹ The predominant coding formats applied typically include the International Classification of Diseases (ICD) and/or Current Procedural Terminology (CPT) code and classification systems.

job training and requires the performance of tasks, methods, procedures, and computations that are covered by established precedents or guidelines and often require a high degree of skill, care, and precision. This is in significant contrast to the clerical nature of responsibilities assigned to the other positions.

The State's classification plan provides for the grouping of positions into job classes when they are sufficiently similar with respect to duties and responsibilities, degree of supervision exercised and received, and entrance requirements so that: 1) the same title can be used to clearly identify each position; 2) the same minimum qualifications for initial appointment can be established for all positions; 3) the same rate of basic pay can be fairly applied to all positions; and 4) employees in a particular class are considered an appropriate group for purposes of layoff and recall. Job classes should be constructed as broadly as is feasible as long as the tests of similarity are met.

Analysis of the nature, scope, variety, and complexity of regular and recurring responsibilities of these positions indicates three distinct classes:

- An advanced clerical class responsible for providing a wide variety of support services to State medical and other healthcare providers.
- A supervisory clerical class responsible for directing a defined clerical medical information and services unit in support of a State-operated care or correctional facility.
- A technical class responsible for reviewing, translating, and abstracting medical and healthcare provider diagnostic statements and documents in order to assign standardized medical classification codes used to capture medical data in health information management systems.

Class Title

A class title should be the best descriptive title for the work. It is intended to concisely and accurately convey the kind and level of work performed and should be brief, easily recognized, gender neutral, and understood by potential applicants.

The three classes provide a range of informational and other services in support of State medical services and healthcare and are no longer specifically focused on the maintenance of medical records or supervision of production typing and word processing. Taking this into consideration, the following actions are recommended:

- Retitle the advanced clerical class responsible for providing a wide variety of support services to State medical and other healthcare providers from Medical Records Assistant to Medical Information and Services Assistant.
- Retitle the supervisory clerical class responsible for directing a defined clerical medical information and services unit from Word Processing Center Supervisor to Medical Information and Services Supervisor.
- Establish a new technical class responsible for assigning standardized medical classification codes titled Medical Services Coding Technician.

Minimum Qualifications

The minimum qualifications established for a job class must relate to the knowledge, skills, and abilities (KSAs) needed to perform the work and must not create an artificial barrier to employment of individuals in protected classes. Required training should be limited to the basic formal training

that customarily prepares individuals for work in the field. Experience requirements are intended to ensure new employees can successfully perform the work after a period of orientation or familiarization. Required experience should be directly related to the actual duties of positions in the class and should not be equivalent to the work to be performed.

The nature and variety of work of the Medical Information and Services Assistant, Medical Information and Services Supervisor, and Medical Services Coding Technician job classes supports the following minimum qualifications:

- Medical Information and Services Assistant: either two years of specific experience in a medical office, clinic, or healthcare facility providing such clerical support services as reception duties, answering routine questions on services or products, preparing and retrieving information from electronic or hard copy medical files while maintaining confidentiality, recording expenditures and receipts, proofreading, and/or typing routine correspondence; or, three years of general clerical experience that includes clerical tasks such as performing reception duties, answering routine questions on services or products, retrieving information from electronic or hard copy files, recording expenditures and receipts, proofreading, and/or typing routine correspondence equivalent to an Office Assistant I or its equivalent with another employer.
- Medical Information and Services Supervisor: three years of experience providing support services to medical and healthcare providers through any combination of such activities as serving as primary liaisons responsible for scheduling and coordinating the logistics of care through external providers; consolidation and reporting of facility medical and other healthcare data; reviewing, assembling, and maintaining medical records in compliance with applicable laws, regulations, standards, policies, and procedures; performing qualitative and quantitative examinations of records and facilitating the correction of deficiencies; and reviewing requests for and, authorizing, appropriate releases of medical information while protecting patient confidentiality. This experience may be met by any combination of service as a Medical Information and Services Assistant, Medical Transcriptionist, and/or Medical Services Coder with the State of Alaska or its equivalent elsewhere.
- The technical nature and specialized subject matter of the work of the Medical Services Coding Technician requires certification of successful completion from an accredited program in medical coding, such as the American Academy of Certified Professional Coders (AAPC) Certified Professional Coder (CPC), American Health Information Management Association (AHIMA) Certified Coding Specialist (CCS), or the equivalent from another program; an Associate's Degree from an accredited institution in Health Information Technology or closely related field of study; or, two years of clerical experience in a medical office, hospital, health clinic, or care facility providing medical coding and/or transcription services and, which required significant application of knowledge of pharmacology, anatomy, and the rules and regulations that protect patient privacy.

Class Outline

A Class Code is assigned based on the placement of the job class in the classification schematic of Occupational Groups and Job Families. Occupational Groups are made up of related Job Families and encompass relatively broad occupations, professions, or activities. Job Families are groups of job classes and class series that are related as to the nature of the work performed and typically have similar initial preparation for employment and career progression.

The Medical Information and Services Supervisor does not supervise or perform work of a general administrative, technical, or clerical nature and placement in the PB (Administrative and Office Support) occupational group is no longer appropriate.

As a whole, all three classes provide a variety of advanced clerical and specialized technical work that supports both patients and healthcare providers in State-operated care or correctional facilities. This work is more appropriate for placement in the PG (Medical, Public Health and Related) occupational group, which includes families of classes that advise on, administer, supervise or perform research, education, or professional, scientific, technical or sub professional work in the areas of medicine, public health, mental health and patient services.

Both the Medical Information and Services Assistants and Medical Information and Services Supervisor classes provide and/or direct a variety of specialized clerical support services to medical and healthcare providers, as well as their patients. Within the PG group, this work is appropriate to more specific placement in the PG01 (Health Administration) job family. The PG01 family includes classes of positions that manage, advise on, plan or coordinate health programs and services. Initial preparation for employment is typically through advanced education in a medical field and experience with subsequent career progression based on progressively responsible experience. Although the Medical Information and Services Assistants and Medical Information and Supervisor classes do not require the level of advanced education typical to other PG01 classes, the specialized subject matter inherent to their work is more appropriate to this family than the more generalized administrative classes found in the PB (Administrative and Office Support) occupational group.

Medical & Info. Services Assist.	Class Code: PG0140	AKPAY Code: P1140
Medical & Info. Services Super.	Class Code: PG0142	AKPAY Code: P1180

The Medical Services Coding Technician applies significant knowledge of diseases, their treatments, and related coding formats to review, translate, and abstract medical and healthcare provider diagnostic statements and documents in order to assign standardized medical classification codes used to capture medical data in diverse health information management systems. The specialized nature and function of this work is more appropriate to specific placement in the PG06 (Special Health Services) job family. The PG06 family includes classes of positions that advise on, administer, supervise or perform professional, technical or sub professional work in health service specialties including those related to therapy, nutrition, speech, hearing, education and others. Initial preparation for employment is typically through advanced education in a specialty area with subsequent career progression based on specialized education and responsible experience.

Medical Services Coding Tech.	Class Code: PG0611	AKPAY Code: K0129
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Fair Labor Standards Act

The positions in this study are covered by the minimum wage and maximum hour provisions of the Fair Labor Standards Act of 1938, as Amended (FLSA). While exemption from the provisions of the Act are determined based on the specific circumstances of an individual employee on a work-week basis, there are general aspects of the classes and their influence on the exemptions for employees in bona fide executive, professional, or administrative positions that can be addressed in general.

The primary duties assigned to employees of the Medical Information and Services Assistant, Medical Services Coding Technician, and Medical and Information Services Supervisor job classes do not require either the exercise of an appropriate level of discretion and independent judgment, or knowledge of an advanced type customarily acquired through a prolonged course of specialized intellectual instruction and do not meet the criteria for exemption from the FLSA as bona fide administrative or professional employees.

Employees of the Medical Information and Services Supervisor job class meet the criteria for exemption as executive employees. To meet the criteria for exemption as executive employees, the primary duty must be the management of a customarily recognized subdivision of the enterprise in which the employee is employed, must include the customary and regular direction of the work of two or more other employees and include the authority to hire or fire other employees or make suggestions and recommendations that are given particular weight in the hiring, firing, advancement, promotion, or any other change of status of other employees. Employees of the Medical Information and Services Supervisor job class are compensated on a salary basis at a rate not less than \$455 per week; regularly direct a defined clerical medical information and services unit in support of a State-operated care or correctional facility; and directly supervise two or more employees with significant authority with regards to determine or effectively recommend the hiring, firing, advancement, promotion or other status of supervised employees.

Internal Alignment:

Under internal alignment, the salary range of a job class is determined based on internal consistency within the State's pay plans with the goal of providing fair and reasonable compensation for services rendered and maintaining the principle of like pay for like work. In evaluating internal consistency, the difficulty, responsibility, knowledge, skills, and other characteristics of a job are compared with job classes of a similar nature, kind, and level first in the same job family; then within other job families within the same occupational group. Comparisons with classes in job families outside the occupational group are made when similarities are sufficient to provide valid relationships, the comparisons within the occupational group are few, and/or when the class has particular characteristics that justify comparisons with another job family. The greater the similarity with the study class the more weight should be given. Comparisons within the job family are typically given greater weight than those outside of the job family.

As previously discussed, the clerical Medical Information and Services Assistant and Medical Information and Services Supervisor job classes are assigned to the PG01 (Health Administration) family while the technical Medical Services Coding Technician job class is assigned to the PG06 (Special Health Services) family. All three classes are further assigned to Category A (Clerical/Technical/Paraprofessional) within the PG group and their respective families.

Although comparisons for purposes of alignment are typically drawn from within the same family as a studied job class, review of the PG group reveals few comparable Category A classes (none in the PG01 family other than those directly studied). The majority are found in the PG06 and PG07 (Health Laboratory and Related) families and are not valid for comparison to either the Medical Information and Services Assistants or Medical Information and Services Supervisors due to

substantial differences with regards to their specialized nature, subject matter, and functions². This necessitates expansion of the review to include Category A classes from outside the PG group, which have sufficient similarities with regards to nature and functionality of work, difficulty and complexity of regular and recurring responsibilities, and requisite knowledge and skills.

Medical Information and Services Assistant and Medical Information and Services Supervisor

Range	Job Class	Description	Range Characteristics
Range 8	Office Assistant I (PB0102)	Performs the full spectrum of journey-level clerical tasks, including typing, processing and entering data, and utilizing computer systems and related business software.	The comparable class aligned to this range performs the full spectrum of responsibilities typical to non-specialized journey level clerical work. The work is characterized by control from specific procedures, application of established policies, and the retrieval of records and related information. Preparation for this job class is typically through prior experience performing basic clerical tasks.
Range 10	Office Assistant II (PB0103)	Performs a variety of clerical services that require determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations.	Comparable classes aligned to this range perform a variety of advanced or specialized clerical support. The work is characterized by knowledge of specialized subject matter and/or understanding of the organization's regulations, programs, and policies in order to vary procedures depending on different situations, explain requirements to others, and recognize errors and discrepancies in information and take appropriate action. Preparation for these job classes is typically through prior journey level clerical experience.
	Accounting Clerk (PB0202)	A distinct clerical job class that uses specialized accounting software, spreadsheets, and databases to prepare, record, process, classify, verify, and reconcile financial transactions and maintain accounting data and records.	
	Statistical Clerk (PB0501)	Performs clerical statistical duties typically related to receipt, compilation and review of surveys and other data collection formats.	
Range 11	Office Assistant III (PB0104)	Serves as either an office facilitator in an office with no other clerical support; or lead to a defined clerical support unit.	Comparable classes aligned to this range are advanced clerical and provide specialized assistance to professional or executive staff. The work is characterized by the application of specialized knowledge of either the employing organization or terminology and processes of the profession supported. Preparation for these job classes is typically through a combination of education and/or prior relevant clerical experience.
	Secretary (PB0130)	Serves as a personal assistant performing a variety of interrelated administrative and clerical duties directly concerned with the work of an agency executive.	
	Medical Transcriptionist (PG0610)	Applies knowledge of medical terminology, pharmacology, anatomy and physiology, transcription technology, health industry requirements, and institutional policies and procedures to transcribe the diagnosis, assessments, discharge notes and evaluations, and other observations and conclusions from healthcare providers accurately into a patient's medical record.	
	Law Office Assistant I (PI0141)	Provides assistance to professional and paraprofessional staff in preparing and processing a variety of legal documents and correspondence and, in the delivery of legal services through the facilitation and coordination	

² Non-comparable Category A classes in the PG group include Dental Hygienist (PG0622), Pharmacy Technician (PG0630), Autopsy Technician (PG0711), Autopsy Technician Supervisor (PG0715), and Laboratory Technician (PG0730).

		of general administrative activities, information exchanges, travel arrangements and client meetings and conferences.	
Range 12	Office Assistant IV (PB0105)	Supervises and is responsible for the performance of a defined clerical unit.	The comparable class aligned to this range performs supervisory clerical work that is characterized by substantial supervisory authority for a defined unit. Preparation for this job class is typically through prior advanced clerical experience.
Range 13	Law Office Assistant II (PI0142)	Provides advanced or supervisory level clerical support to attorneys engaged in criminal prosecutions, civil litigation, public defense or public advocacy services through either supervision of two or more positions; or, performing a broad range of legal and administrative support activities in a field office, which may include supervision of permanent or temporary clerical staff.	The comparable class aligned to this range provides specialized advanced and/or supervisory clerical services. The work is characterized by requisite knowledge of specialized subject matter and significant latitude of independence in the exercise of judgment. Preparation for this job class is typically through either one or more years of advanced clerical experience.
Range 14	Administrative Assistant II (PB0152)	Independently performs paraprofessional support duties in multiple administrative functional areas and provide and interpret technical information that is controlled by policy, procedure, regulation, and other guidelines.	Comparable classes aligned to this range are paraprofessional and perform predominantly complex and specialized paraprofessional/technical support within their respective fields. The work is predominantly characterized by performance of a variety of assignments typical of and requiring in-depth technical knowledge of the area of responsibility. Preparation for these job classes is typically through combinations of prior advanced clerical or paraprofessional experience and/or post-secondary education.
	Paralegal I (PI0121)	Performs routine or trainee level paraprofessional legal research.	
Range 15	Law Office Manager I (PI0145)	Directs, coordinates, and facilitates administrative activities to ensure efficient and consistent operation of a mid-sized urban law office through one or more subordinate clerical supervisors.	The comparable class aligned to this range provides, facilitates, and supervises specialized, advanced administrative support to an office or organization. The work is predominantly characterized by coordination and facilitation of multiple administrative functional areas and substantial adaptation of internal processes to meet the needs of the organization. Preparation for this job class is typically through prior advanced clerical experience.

Medical Information and Services Assistant:

The Medical Information and Services Assistant provides a wide variety of advanced clerical support services to State medical and healthcare providers. These advanced responsibilities are more complex and require more specialized knowledge and independent judgment than is typical of clerical classes aligned to range 8.

The Medical Information and Services Assistant does not supervise, lead, or serve as an office facilitator and does not share sufficiently similar responsibilities with the majority of comparable range 11 classes. Although there are similarities with the range 11 Medical Transcriptionist, particular weight must be placed on the more complex, specialized knowledge and skills inherent in proficient medical transcription work, which precludes alignment of the Medical Information and Services Assistant to range 11.

The Medical Information and Services Assistant shares the greatest similarity of nature and complexity of responsibilities, level and type of specialization, latitude of independent judgment, initiative, and requisite knowledge and skills with those clerical classes aligned to range 10.

Medical Information and Services Supervisor:

As previously described, the work of the Medical Information and Services Supervisor (formerly, Word Processing Center Supervisor) has changed substantially since last review, with the incumbent no longer responsible for the planning and direction of a word processing center that provides services to multiple line units or agencies. The nature of the supervision provided by this class has also changed to where the incumbent no longer supervises Correspondence Secretaries I-III (ranges 8, 10, and 12, respectively), which were abolished February 1, 2013. The contemporary Medical Information and Services Supervisor directs a defined clerical medical information and services unit that is composed of at least two subordinate staff, both of whom must be performing the work of any combination of the range 10 Medical Services and Information Assistant and/or range 11 Medical Transcriptionist.

Although referenced above and, frequently practiced, there is no formal provision in the State's pay plan that explicitly determines that defined clerical supervisory classes are aligned a specific number of ranges above the highest level of clerical work typically supervised. Instead, this type of structuring is determined by sufficient similarity with the overall characteristics of the work and class structures of comparable class series within the job family and greater occupational grouping.

Both the Medical Information and Services Supervisor and Law Office Manager I are responsible for directing specialized clerical administrative support units. In contrasting these two classes, the Medical Information and Services Supervisor does not exercise this responsibility through subordinate supervisors. Likewise, the scope, variety, and complexity of administrative support functions overseen and scope of authority to independently adapt and modify the internal administrative processes of the organization inherent to the work of the range 15 Law Office Manager I exceeds that of the Medical Information and Services Supervisor.

Although both the Medical Information and Services Supervisor and range 12 Office Assistant IV supervise defined clerical units, the Medical Information and Services Supervisor is responsible for directing clerical services of greater complexity and a more specialized and critical nature than is typically supervised by the Office Assistant IV.

The Medical Information and Services Supervisor is very similar to both the advanced clerical and supervisory options of the range 13 Law Office Assistant II in terms of scope and level of supervision exercised over units providing specialized clerical support and the related application and knowledge of processes, records, and forms of their respective areas; however, the Medical Information and Services Supervisor is responsible for directing work under a more extensive regulatory environment. While the Law Office Assistant II has a greater variety of interpersonal contacts, both classes share a similar scope of decisions, commitments, and consequences for error. The nature of the subject matter inherent in the work of the Medical Information and Services Supervisor requires greater preparatory experience (i.e., three years of relevant advanced clerical and/or paraprofessional, as opposed to the twelve months necessary for the Law Office Assistant II) and/or post-secondary education.

In considering the more extensive qualifications required to perform the work of the Medical Information and Services Supervisor class, there are substantial similarities to the requisite qualifications of the range 14 Administrative Assistant II and Paralegal I classes; however, requisite qualifications alone are not sufficient justification for alignment to a given range, which must be made through a sufficiently comprehensive aggregation of similarities. As these classes are technical/paraprofessional in nature, such comparisons are more tenuous in their validity. Continuing this comparison with this in mind reveals that although the Medical Information and Services Supervisor does function with a similar latitude of independence and requires similar qualifications, it does not exercise sufficiently similar complexity of assignments, scope of recommendations, and consequence of error. This is most apparent when compared to the work of the Paralegal I. When taken into consideration along with the differences of the clerical versus paraprofessional nature of these classes, sufficient similarities cannot be drawn to align the Medical Information and Services Associate to range 14.

Taken as a whole, the nature of work, variety and complexity of responsibilities, latitude of independence, scope of decisions, consequence of error, and requisite qualifications inherent in the work of the Medical Information and Services Supervisor more appropriately aligns to salary range 13 than 14.

Medical Services Coding Technician

Range 11	Medical Transcriptionist (PG0610)	Applies knowledge of medical terminology, pharmacology, anatomy and physiology, transcription technology, health industry requirements, and institutional policies and procedures to transcribe the diagnosis, assessments, discharge notes and evaluations, and other observations and conclusions from healthcare providers accurately into a patient's medical record.	<p>Comparable classes aligned to this range are advanced clerical and provide specialized assistance to professional or executive staff.</p> <p>The work is characterized by the application of specialized knowledge of either the employing organization or terminology and processes of the profession supported. Preparation for these job classes is typically through a combination of education and/or prior relevant clerical experience.</p>
	Law Office Assistant I (PI0141)	Provides assistance to professional and paraprofessional staff in preparing and processing a variety of legal documents and correspondence and, in the delivery of legal services through the facilitation and coordination of general administrative activities, information exchanges, travel arrangements and client meetings and conferences.	
Range 12	Administrative Assistant I (PB0151)	Performs work as either the entry level at which incumbents perform routine, well defined technical tasks providing administrative support for higher-level managers; or the trainee level at which incumbents learn and develop the knowledge and skills necessary to perform the full range of administrative support at the journey level.	<p>With the exception of a single journey paraprofessional class, comparable classes aligned to this range are predominantly entry/trainee paraprofessional and responsible for performing routine introductory or training-oriented assignments designed to provide experience preparatory to the journey level.</p> <p>The work is predominantly characterized by close supervision and routine assignments requiring the application of established procedures. Preparation for these job classes is typically through prior advanced clerical experience.</p>
	Accounting Technician I (PB0205)	Uses established procedures to conduct the paraprofessional review and reconciliation of various financial documents and transactions.	
	Statistical Technician I (PB0502)	Performs routine collection, compilation, and analysis of statistical data typically using computers and statistical and data analysis software.	

	Pharmacy Technician (PG0630)	Performs paraprofessional duties in selecting, packaging, and labeling prescribed medications, maintaining pharmaceutical databases, and maintaining security of the pharmacy and pharmaceutical supplies.	
Range 13	Business Registration Examiner (PC0202)	Performs paraprofessional examination of applications and documents submitted by individuals and businesses registering with the State of Alaska to conduct business as a corporate entity; offer and sell securities; or manufacture, dispense, or sell alcoholic beverages.	Comparable classes aligned to this range perform paraprofessional/technical work related to either examination/approval of applications for licensure and benefits, or specialized laboratory support work. The work is characterized by requisite knowledge of specialized subject matter and significant latitude of independence in the exercise of judgment. Preparation for these job classes is typically through either one or more years of advanced clerical experience or post-secondary education in laboratory sciences.
	Eligibility Technician I (PF0111)	Manages cases that typically include eligibility determinations and benefits authorizations for public and family assistance programs of limited financial benefit and/or duration of eligibility.	
	Laboratory Technician (PG0730)	Performs a variety of paraprofessional duties in the receipt, preparation, and disposal of specimens for laboratory testing; routine tests; maintenance and calibration of laboratory equipment; and quality control on equipment, solutions, and reagents.	
Range 14	Administrative Assistant II (PB0152)	Independently performs paraprofessional support duties in multiple administrative functional areas and provide and interpret technical information that is controlled by policy, procedure, regulation, and other guidelines.	Comparable classes aligned to this range are paraprofessional and perform predominantly journey level technical support within their respective fields. The work is predominantly characterized by performance of a variety of assignments typical of and requiring in-depth technical knowledge of the area of responsibility. Preparation for these job classes is typically through prior advanced clerical and/or paraprofessional experience.
	Accounting Technician II (PB0206)	Examines, verifies, and maintains accounts and accounting data in computerized ledgers, journals, and subsidiary accounts.	
	Statistical Technician II (PB0503)	Plans and performs varied/complex technical statistical studies which typically include supervising and directing the maintenance of substantial computer based database/spreadsheet/statistical program(s).	
	Eligibility Technician II (PF0112)	Independently manages benefits cases to either determine the eligibility and level of benefits, or authorize the continuance of ongoing benefits for either an applicant or client.	
	Autopsy Technician (PG0711)	Provides the full scope of technical support to State Medical Examiners in the conduct of postmortem examinations for medicolegal investigations to determine the causes of unanticipated, sudden, or violent deaths.	
	Paralegal I (PI0121)	Performs routine or trainee level paraprofessional legal research.	

The Medical Services Coding Technician reviews, translates, and abstracts medical and healthcare provider diagnostic statements and documents in order to assign standardized medical classification codes used to capture medical data in diverse health information management systems.

The specialized technical nature of this work does not align well with the advanced clerical work of classes aligned to range 11.

A majority of technical/paraprofessional classes that are aligned to range 12 are entry/trainee and are not assigned responsibilities with a level of complexity, latitude of independence and initiative, scope of decision-making or requisite knowledge and skills commensurate with the Medical Services Coding Technician.

Although the Medical Services Coding Technician shares many similarities with regards to the latitude of independence and initiative and requisite knowledge and skills of many range 14 technical classes, it does not share a sufficiently similar variety of responsibilities, scope of decisions, consequence of error, or interpersonal relationships than is typical to classes aligned to this range.

When contrasting overall variety and complexity of regular and recurring responsibilities, latitude of initiative and originality to perform responsibilities, scope and nature of interpersonal relationships, scope of decisions, and consequence of error, the Medical Services Coding Technician aligns most closely with range 13 technical classes.

Conclusions:

The formal goals of the study were to review the work and determine if the class concepts accurately reflect the full range, complexity, and levels of work performed; review and assess the qualifying education and experience; revise all class structures as appropriate; and conduct a salary analysis.

All class specifications have been revised or established to accurately reflect the bodies of work currently performed:

- The Medical Records Assistant job class (PG0140/P1140) will be retitled to Medical Information and Services Assistant and remains aligned to salary range 10.
- The Word Processing Center Supervisor job class will be moved from the PB (Administrative and Office Support) to the PG (Medical, Public Health and Related) occupational group, retitled to Medical Information and Services Supervisor (PG0142/P1180) and aligned from salary range 14 to salary range 13.
- The technical class responsible for assigning standardized medical classification codes will be established as Medical Services Coding Technician (PG0611/K0129) and aligned to salary range 13.

The preceding job analysis and review for exemption under the FLSA indicates that:

- Employees of the Medical Information and Services Assistant and Medical Services Coding Technician job classes do not meet the criteria for exemption under the FLSA and are eligible for overtime.
- Employees of the Medical Information and Services Supervisor job class meet the executive criteria for exemption under the FLSA and are not eligible for overtime.

The job class and all related study actions are effective January 16, 2014.

Correspondence on the allocation of study positions is being distributed through the OPD system.

Attachments

Final class specification(s)
Allocation Spreadsheet

cc: Sana Efird
Assistant Commissioner

Finance and Management Services
Department of Health and Social Services

Barbara Henjum
Acting Director
Division of Behavioral Health
Department of Health and Social Services

Ken Truitt
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