



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

In the Matter of Amanda Acevedo,  
Human Services Specialist 1  
Bilingual in Spanish and English  
(C0113T), Ocean County

Examination Appeal

CSC Docket No. 2015-3085

ISSUED: DEC 23 2016

(RE)

Amanda Acevedo appeals the determination of the Division of Agency Services (DAS) which found that she did not meet the minimum requirements in experience for the open competitive examination for Human Services Specialist 1 Bilingual in Spanish and English (C0113T), Ocean County.

The subject examination had a closing date of February 26, 2015 and was open to residents of Ocean County who possessed 60 semester hour credits from an accredited college or university. Applicants who did not possess the required education could substitute the following experience on a year for year basis with 30 semester hour credits being equal to one year of experience: experience involving any combination of the following: 1) securing/verifying information and making determinations or recommendations relating to eligibility or qualifications of applicants for loans, insurance, credit, or entitlement to cash awards, financial benefits or adjustment and settlement of insurance claims; 2) investigations involving the collection of facts and information by observing conditions, examining records, interviewing individuals, and preparing investigative reports of findings; or 3) investigating, establishing, and/or enforcing support obligations in a welfare board or agency, court system, or related agency. The examination with the bilingual variant also requires applicants to be able to read, write, speak, understand and communicate in English and Spanish sufficiently to perform the duties of the position. Fifteen candidates appear on the eligible list, which has been certified once, but no appointments have yet been made.

Ms. Acevedo indicated that she possessed no college credits, and she listed four positions on her application: provisional Human Services Specialist 1; Patient Access Representative with Ocean Health Initiatives; Activities Assistance with Renaissance Gardens; and Activities Assistance with Green Acres Manor. She was credited with one year, six months in her provisional position and found to be lacking six months of experience per the substitution clause for education.

On appeal, Ms. Acevedo stated that she accrued required experience as a provisional in the subject title, and in her work from September 2004 forward (as a Patient Access Representative). Further, she stated that she made determinations regarding insurance eligibility while completing patient applications, and that she does so in her provisional position. She submits a detailed list of duties as a Patient Access Representative compiled by her employer, Ocean Health Initiatives.

*N.J.A.C. 4A:4-2.3(b)* provides that applicants shall meet all requirements specified in the open competitive examination announcement by the closing date.

## CONCLUSION

A review of the appellant's application reveals that the decision by DAS, denying the appellant's admittance to the subject examination due to the fact that she does not possess the required experience per the substitution clause for education, was correct. Ms. Acevedo did not receive credit for her experience as a Patient Access Representative as she did not indicate that the primary focus of this position was determinations or recommendations relating to eligibility or qualifications of applicants for loans, insurance, credit, or entitlement to cash awards, financial benefits or adjustment and settlement of insurance claims.

Instead, her description of duties as a Patient Access Representative included a registration process and a discharge process, and financial responsibilities. In the registration process, the appellant completed forms, collected data, verified and updated information, screened patients for presumptive eligibility, collected co-pays based on a sliding scale fee, verified insurance provider, eligibility and co-payment amounts, and performed data entry. The discharge process included submitting bills, reviewing bills, adding codes, verifying vaccinations, adding co-pays and fees for procedures to claims, form completion, and placing holds on insurance claims. As to financial responsibility, the appellant performed cash and credit card reconciliations, prepared daily deposits, and followed the cashbox policy. In order for experience to be considered applicable, it must have as its primary focus full-time responsibilities in the areas required in the announcement. *See In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004). In this position, the appellant verified insurance eligibility, but she did so in order that her employer would be paid for services. She did not make determinations or recommendations relating to eligibility or qualify applicants for loans, insurance, credit, or entitlement to cash

awards, financial benefits or adjustment and settlement of insurance claims. The appellant was credited for experience in her provisional position, and her positions as Activities Assistant are inapplicable. She lacked 6 months of qualifying experience as of the February 2015 closing date and there is no basis to accept her provisional experience gained after the closing date as the resultant eligible list is complete with 15 candidates.

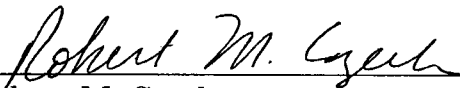
An independent review of all material presented indicates that the decision of DAS that the appellant did not meet the announced requirements for eligibility by the closing date is amply supported by the record. The appellant provides no basis to disturb this decision. Thus, the appellant has failed to support her burden of proof in this matter.

ORDER

Therefore, it is ordered that this appeal be denied.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 21<sup>st</sup> DAY OF DECEMBER, 2016



Robert M. Czech  
Chairperson  
Civil Service Commission

Inquiries  
and  
Correspondence

Director  
Division of Appeals and Regulatory Affairs  
Civil Service Commission  
Written Record Appeals Unit  
P. O. Box 312  
Trenton, New Jersey 08625-0312

c: Amanda Acevedo  
Keith Goetting  
Kelly Glenn

