



STATE OF ARKANSAS  
**Department of Finance  
and Administration**

OFFICE OF PERSONNEL MANAGEMENT  
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November 14, 2017

Senator John Cooper, Co-Chairperson  
Representative Les Eaves, Co-Chairperson  
Uniform Personnel Classification and  
Compensation Plan Subcommittee  
Arkansas Legislative Council  
State Capitol Building, Room 315  
Little Rock, Arkansas 72201

Dear Co-Chairs:

The Office of Personnel Management (OPM) submits a request from the Disability Determination for Social Security Administration (DDSSA) for your review.

DDSSA has requested a labor market rate of \$147,000, which is between midpoint and maximum of grade MP06, for the classification DDSSA Medical Consultant, L012N.

DDSSA is requesting the establishment of a labor market rate due to the agency's need to attract and retain licensed physicians to perform disability reviews. This position requires extensive additional training beyond routine licensure for the medical professionals performing this job. OPM compared this classification to similar classifications in the Arkansas labor market using Comp-Analyst data. The comparable classifications in the Arkansas labor market average approximately \$189,000 annually

Statewide, there are 19 authorized positions classified as DDSSA Medical Consultant. Of these 19 positions, 11 are vacant, and seven are filled with an average annual salary of \$147,300 and 8.47 average years of state service. The cost to move incumbents to the special entry rate will total \$2,145.89. These are federally funded positions.

Additionally, DDSSA is requesting to obtain one position from the OPM Surrender Pool established by Ark. Code Ann. §21-5-225 using a new title, DDSSA Professional Relations Manager, grade GS12.

<u>Positions Surrendered</u>	<u>Title</u>	<u>Grade</u>
22169286	Medical Relations Manager, G271C	GS11
<u>Position Requested</u>	DDSSA Professional Relations Manager, NEW	GS12

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This position requires frequent contact with physicians throughout the state of Arkansas as well as federal entities. It is responsible for administering, supervising, performing work involved in establishing and maintaining communication between DDSSA, federal officials, education providers, and the medical community. This position assists in ensuring adherence to state and federal policies, procedures, and laws. The grade 12 will place this position with comparable personnel both within and outside of DDSSA. The cost to make this change is less than one hundred dollars.

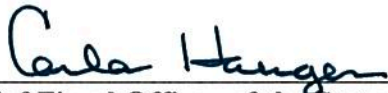
OPM has reviewed these requests and **recommends** the establishment of the labor market rate, the new title and position listed above.

Your consideration of this request is greatly appreciated.

Sincerely,



Kay Barnhill  
State Personnel Administrator



Chief Fiscal Officer of the State

NOV 02 2017

Date

KB/sp:1-2

October 26, 2017

Ms. Kay Barnhill  
State Personnel Administrator  
Office of Personnel Management  
1509 West Seventh Street, Suite 201  
Little Rock, AR 72203

Dear Ms. Barnhill:

After a thorough review by both the Office of Personnel Management (OPM) and Disability Determination for Social Security Administration (DDSSA), both parties agreed that three classifications were assigned to the new Compensation and Classification Plan for FY18 incorrectly. Those classifications were discussed during our meeting on Tuesday, 10/24/2017 and are as follows:

In 2010, OPM approved a Labor Market Rate (LMR) for the classification of DDSSA Medical Consultant. OPM approved this LMR salary in acknowledgment of our agency's problem with recruiting and retaining licensed physicians to perform Social Security Disability reviews and in acknowledgement of the extensive additional training beyond routine licensure required for medical professionals to perform this job. That LMR salary ended with the FY18 Pay Plan. However, with the assignment of MP06 for the DDSSA Medical Consultant, DDSSA will encounter the same recruiting and retention problems that existed several years ago. Therefore, I am requesting that a LMR of \$147,000 be established for the DDSSA Medical Consultant, L012N, which can be used for incumbents and future hires.

As previously mentioned, I had concerns regarding the assignment of the DDSSA Medical Relations Manager from a GS11 to a GS12 on the new pay plan. I understand that OPM spent a lot of time matching existing jobs to labor market rates to ensure the appropriate assignment of classifications onto the new pay plan, but the current specifications did not provide OPM with an adequate, up-to-date description of job duties and responsibilities. The use of the current specifications, which were established years ago, would make it difficult to match that classification, as well as determine the appropriate paygrade on the new pay plan. Therefore, in support of my request for the DDSSA Medical Relations Manager to be a GS12, I provided OPM with an updated job description, which outlined the classification specifications.

Additionally, as an agency that performs work for the federal government, DDSSA managerial employees are in frequent communication with their counterparts, who are federal employees that perform similar job duties. This is true for our DDSSA Medical Relations Manager, whose counterpart is classified as a Public Affairs Specialist with the Social Security Administration. Both of these individuals are responsible for administering, supervising and/or performing work involved in establishing and maintaining mutual communication between DDSSAs, Federal entities, education providers and the medical community, ensuring adherence to policies, procedures and law. The Public Affairs Specialist is a GS12 on the federal government's General Schedule (GS) pay table, which additionally supports my request of the DDSSA Medical Relations Manager being a GS12 on the state's General Salaries (GS) pay table.

Lastly, we discussed the assignment of the DDSSA's human resource manager on the FY18 Pay Plan. DDSSA currently has 383 state employees that this position is responsible for overseeing, as well as handling issues regarding time and leave, questions regarding benefits, the processing of personnel actions, assisting with the completion of retirement paperwork, FMLA and catastrophic leave, etc. Although the DDSSA human resources department consists of three employees, the human resources manager carries the workload of that department. Unfortunately, a Federal hiring freeze prevents DDSSA from acquiring any new employees to assist in human resources. More so, once the freeze is lifted, new hire positions are reserved for employees that will adjudicate disability claims. Therefore, considering the size of our agency and the job duties performed by the agency's HR manager compared to the size of other agencies, I am requesting the assignment of the agency's human resources manager to a grade GS12. There are existing GS12 titles that seem to fit, they are HR Administrator, R006C or DDSSA Assistant Director, G059C but the agency will defer to OPM expertise regarding assignment within this grade.

The cost associated with the LMR salary request for the DDSSA Medical Consultant and the assignment of a GS12 for the DDSSA Medical Relations Manager and the Agency Human Resources Manager will easily be absorbed into our current operation budget, which receives complete federal funding.

I am hopeful that the information and justification I have provided will be enough for OPM to provide a favorable decision and allow my request to proceed to the November Personnel Committee Meeting. However, if you have any additional questions, please contact me. Otherwise, I look forward to hearing back from you.

Sincerely,

Arthur Boutiette  
Agency Director



*Professional Relations*  
DDSSA PUBLIC AFFAIRS MANAGER

**Class Code: GxxxC Grade: GS12**

**FLSA Status: Exempt**

**Date:**

**Revised Date:**

## STATE OF ARKANSAS JOB DESCRIPTION

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### SUMMARY:

The Disability Determination Social Security Administration (DDSSA) *Professional Relations* Public Affairs Manager is responsible for administering, supervising, and/or performing work involved in establishing and maintaining mutual communication between the Arkansas DDSSA, Federal entities, education providers and the medical community, ensuring adherence to policies, procedures and law. This position is governed by state and federal laws and agency/institution policy.

### TYPICAL FUNCTIONS:

Responsible for advising agency management on policy formulation and the potential public reaction to proposed policy changes in regards to consultative examination.

Identify communication needs and develop informational materials that inform the medical community of the agency's policies, programs, services and activities, as well as identify and carry out the public communication requirements inherent in disseminating policy decisions.

Plan, execute, and evaluate the effectiveness of information and communication programs in furthering agency goals.

Responsible for monitoring all SSA policy changes and revisions made to SSA's Listing of Impairments, as well as informing and educating DDSSA medical staff, DDSSA adjudicator supervisory staff, Administrative Law Judges and the Office of Disability Adjudication and Review (ODAR) about those changes and revisions, to ensure only SSA program compliant medical and psychological testing and exams are purchased.

*A* Establish and maintain a liaison relationship between SSA legal and Administrative Law Judges, Attorney representatives, and consultative examination providers that the AR DDSSA works with.

*A* Responsible for educating Administrative Law Judges, Attorney representatives and consultative examination providers on SSA's policy for handling the receipt of legal requests that involves a claimant's examination and medical findings. Responsible for facilitating responses made in accordance to legal requests and the submission of response, which must be done through the AR DDSSA.

Plans, develops, coordinates, facilitates and presents training materials, workshops, and outreach activities for medical and non-medical individuals regarding the Social Security Administration Electronic process, including Electronic Record Express, Health Information Technology Network, and Video Conferencing. Act as the key resource, between Federal offices and the AR DDSSA, for determining the appropriate electronic records submittal option for a community.

Responsible for tracking and analyzing statewide scheduling of consultative examinations to identify any trends, problems and progress, which is used to effectively manage and direct the recruiting of medical and psychological vendors, which is performed by the DDSSA Professional Relations Officer.

Responsible for overseeing and confirming that all medical consultants and health care providers have current and valid licenses, with no sanctions or exclusions, which is performed semi-annually per SSA policy.

Investigate, analyze and resolve all complaints made against DDSSA consultative examination vendors on a case-by-cases basis. Prepare written responses explaining the findings and/or consequences of the investigation.

Establish a systematic schedule that ensures all DDSSA consultative examination providers have a yearly onsite review completed while claimants are present for their examinations, which is to be performed by the DDSSA Professional Relations Officer. Responsible for reviewing the results of the onsite visits, as well as adjusting the schedule as needed.

Develops and monitors, in conjunction with agency physicians, the process for providing orientation and training to new DDSSA consultative examination vendors, as well as the review of new DDSSA consultative examination vendors, with respect to SSA's program requirements involving consultative examination report content. Responsible for contacting DDSSA consultative examination vendors when there is a reported problem with the vendor not meeting the established guidelines and reporting standards.

Establishes and monitors fees, in accordance with Medicare and Medicaid Agencies, and ensures that consultative examination panelist adhere to regulations and are informed of changes in the State's fee structure.

Monitor budgeted funds for consultative examination cases by reviewing expenditures to ensure funds are available and that spending is within the federal budget guidelines.

Responsible for providing reports, quarterly and annually, to the regional SSA office.

Develops and implements the agency's policy and procedure for ordering consultative examinations, as well as requesting and receiving electronic medical records.

Recruit and contract with court-certified interpreters, needed to accompany claimants to consultative examinations.

Participates in a management planning team to formulate and implement policies, long range goals and objectives for accomplishment of the agency's mission.

Manage and administer the activities of the Medical Relations and Consultative Examination Departments, which includes performing the duties of the hiring official by conducting

interviews and recommending the hiring of new applicants, establishing job descriptions and work assignments, formulating performance standards and evaluating personnel to ensure the effective and efficient operation of both departments.

Coordinate with external state and federal auditors.

Perform other duties as assigned.

**SPECIAL JOB DIMENSIONS:**

Occasional in and out-of-state travel is required.

**KNOWLEDGE, ABILITIES, AND SKILLS:**

Knowledge of Social Security Administration rules and regulations governing disability determination

Knowledge of supervisory practices and procedures

Knowledge of interpersonal relations and recruitment techniques

Knowledge of procedural codes to establish allowable fees

Ability to plan, organize and oversee the work of subordinates

Ability to interpret and apply state and federal laws, rules, and regulations applicable to Social Security Disability Determination

Ability to develop policies, procedures, and operational plans

Ability to identify and analyze problems and implement alternative and effective solutions

Ability to provide technical assistance

Ability to communicate effectively in verbal and written format

Ability to evaluate complex federal rules, regulations and policies relating to the federal Social Security disability program

Ability to analyze medical information and design policies and procedures which requires having knowledge of medical terminology

Ability to establish and maintain collaborative relationships with medical and professional specialists

**MINIMUM EDUCATION AND/OR EXPERIENCE:**

The formal education equivalent of a bachelor's degree in public administration, management, communications, or a related field; plus six years of progressively more responsible experience in training, Social Security disability adjudication or related field, including three years in a professional managerial or supervisory capacity.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

DRAFT