



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Omayra Figueroa,
Health Insurance Benefits Clerk,
Ocean County

Examination Appeal

CSC Docket No. 2018-731

ISSUED: November 2, 2017(RE)

Omayra Figueroa appeals the determination of the Division of the Agency Services (Agency Services), which found that she was below the minimum requirements in experience for a qualifying examination for Health Insurance Benefits Clerk.

By way of background, Ms. Figueroa was appointed provisionally, pending a qualifying examination (PAQ), in the Health Insurance Benefits Clerk title effective December 15, 2016. Agency Services processed a qualifying examination for Ms. Perez to determine if she possessed the necessary qualifications for the subject title (see attached), which was a demotion. She failed the examination and thereafter, she was returned to her permanent title of Assistant Personnel Technician on August 16, 2017.

On her qualifying examination application, Ms. Figueroa listed her positions as a Health Insurance Benefits Clerk, Assistant Personnel Technician, and Keyboarding Clerk 3, 2 and 1, Bilingual in Spanish and English. In its determination dated August 16, 2017, Agency Services determined that Ms. Figueroa does not possess applicable experience, including her provisional position, thereby lacking two years of required experience. Therefore, since Ms. Figueroa did not meet the requirements, she did not pass the qualifying examination for the subject title.

On appeal, Ms. Figueroa argues that, while serving as a Health Insurance Benefits Clerk, she performed the duties of reviewing records of insurance

enrollment and coverage; maintaining records on insurance policies and supporting documents; computing charges to be paid by the insurance company revised for employee contributions; complete and process monthly invoices for the employee benefits program; and review and approve invoices for group coverage for medical, prescription, vision, and dental benefits, as well as the self-insured prescription program.

CONCLUSION

At the outset, it must be underscored that a "Qualifying Examination" examination requires the candidate to demonstrate on her qualifying examination application that she possesses the necessary experience for the subject title in order to effect a lateral transfer to the title. Additionally, 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).

Agency Services determined that the appellant's experience in her current and prior held titles did not have the determination of insurance, welfare, or social service benefits or services as the primary focus of the positions. The job definition of Health Insurance Benefits Clerk indicates that incumbents process (examine, verify, and compute) insurance health claim documents. Examples of work include reviewing hospital admission forms for insurance coverage; recording data for claim submissions to the proper carriers; verifying coverage and extent of benefits by contacting insurance companies or government carriers; computing charges paid by the insurance company are patient; and outlining expenses to provide details of bills for specific patients. Ms. Figueroa indicated on her application that she was responsible for insurance enrollment of new employees, ordering new insurance cards, calling insurance companies regarding unpaid claims, ensuring employees are billed correctly, submitting retirement forms to the Finance department, and providing policy information are particular designated personnel functions, and are duties listed by the appellant for her current position. Ms. Figueroa's remaining positions follow suit. She performed the same duties while in the title Assistant Personnel Technician. Her remaining experience, in the Keyboarding Clerk title series, is inapplicable. Based on the above, it does not appear that Ms. Figueroa's position is properly classified by her permanent title of Assistant Personnel Technician. Therefore, Agency Services should review the appellant's job duties to determine the proper classification of her position. If the five

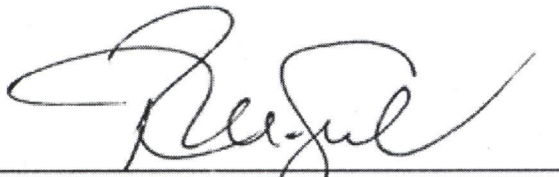
Agency Services correctly determined that Ms. Figueroa did not pass the subject qualifying examination. Therefore, she has failed to support her burden of proof in this matter.

ORDER

Therefore, it is ordered that this request be denied, and the matter of the appellant's position classification be referred to Agency Services for review

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
THE 1st DAY OF NOVEMBER, 2017



Robert M. Czede, Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Christopher S. Myers
Director
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Written Record Appeals Unit
P. O. Box 312
Trenton, New Jersey 08625-0312

Attachment

- c. Omayra Figueroa
- Victoria Miragliotta
- Kelly Glenn
- Records center



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
AGENCY SERVICES
P.O. Box 313
Trenton, New Jersey 08625-0313

Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair/Chief Executive Officer

TO: Nancy Bill **DATE:** August 16, 2017
FROM: Chelsea Marchetti
Human Resource Consultant
SUBJECT: Qualifying Examination

This is to advise you that we processed a Qualifying Examination for:

Candidate's Name: **Omayra Figueroa**
Employee ID #: **[REDACTED]**
Jurisdiction: **Ocean County**
Title: **Health Insurance Benefits Clerk**
Results: **FAIL**
Effective Date: **N/A**

The requirements for this title include:

EDUCATION: N/A

EXPERIENCE: Two (2) years of experience in work involving the determination of insurance, welfare, or social service benefits or services.

Determination:

Ms. Figueroa's application presented no applicable experience. Therefore, she lacks two (2) years of experience in working involving the determination of insurance, welfare, or social service benefits or services.

Please be advised that in accordance with N.J.A.C. 4A:2-1.1, you may appeal this decision within twenty (20) days of receipt of this letter. This appeal should be addressed to Civil Service Commission, Division of Appeals and Regulatory Affairs, PO Box 312, Trenton, New Jersey 08625-0312. The submission of an appeal must include a copy of the determination being appealed as well as written documentation and/or argument substantiating the portions of the documentation being disputed and the basis for the appeal. In accordance with N.J.A.C. 4A:2-1.8(a), a \$20.00 processing fee shall be charged for all appeals and requests for relief filed with the Civil Service Commission (Please see N.J.A.C. 4A:2-1.8 for list of exemptions to this fee). The fee shall be paid by check or money order, made payable to NJCSC, and submitted with the appeal.

c: Team Leader: Mark Van Bruggen
Appointing Authority: Victoria R. Miragliotta
Ocean County