

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Payment Control Officer**

**Class Code: 12050**

**Pay Grade: GJ**

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### **A. Purpose:**

Detects and investigates cases of possible overpayment of program benefits because of error, fraud, abuse, or waste and ensures recovery of the overpaid benefits by notifying the parties involved, establishing a repayment plan, or referring to legal authorities for further action.

### **B. Distinguishing Feature:**

The Payment Control Officer is responsible for identifying and correcting overpayments of program benefits, as well as ensuring that preventive measures are taken to avoid similar overpayments in the future. This position does not act as a field investigation, cases requiring on-site investigation are referred to the field unit or to the Attorney General's office.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Develops, tests, and implements methods of overpayment detection to ensure the most efficient and accurate payment delivery system possible.
2. Initiates overpayment recovery procedures to recover funds issued because of error, fraud, abuse or waste.
  - a. Creates billing notices.
  - b. Establishes repayment plans.
  - c. Maintains accounts receivable balances.
  - d. Refers to legal authorities for prosecution if necessary.
3. Presents recommendations to program administrators regarding changes to policies, procedures, regulations, or legislation to prevent or reduce the overpayments made.
4. Prepares criminal complaints, affidavits, or arrest warrants or refers the case to legal authorities to ensure that all cases requiring legal action are handled in an efficient and timely manner.
5. Reviews case files and investigators' reports to determine cause, type, fault or no fault, fraud, and amount overpaid; and, to determine if a case should be closed due to death, bankruptcy, or statute of limitations.
6. Develops parameters for statistical reports and profiles and designs formats and content of special reports to ensure all applicable data is selected from the data base.
7. Performs other work as assigned.

### **D. Reporting Relationships:**

Reports to an administrator.

## **E. Challenges and Problems:**

Challenged to determine if an overpayment recipient willfully attempted to misrepresent information or had made an innocent mistake. This is difficult because of the need to decide whether it is feasible to attempt to recover overpayments.

Typical problems include being effective with huge volumes of payments going out and only limited staff, lack of information, staff errors, un-collectable overpayments, unclear or vague regulations, dealing with irate recipients of overpayments, and deciding on the proper language to use in correspondence.

## **F. Decision-making Authority:**

Decisions made include detecting and disposing of cases in a timely manner, what information is needed from the database to detect overpayments, the best method of investigation of a particular case and the feasibility of recovering overpayments, compliance with federal and state regulations, the structure of reports, whether to pursue legal action, and the content and format of forms and documents used by the unit.

Decisions referred include how to work out legal technicalities of criminal or civil actions and final approval of policy or procedure changes that affect individuals outside of the overpayments unit.

## **G. Contact with Others:**

Daily contact with data processing individuals to work out data access problems; daily contact with employers to request information regarding employees; daily contact with medical providers to resolve overpayments; daily contact with law enforcement personnel to enforce liens and other recovery methods; and daily contact with legal counsel for legal opinions or representation and program personnel to discuss policy or procedure changes.

## **H. Working Conditions:**

Works in a typical office environment.

## **I. Knowledge, Skills and Abilities:**

Knowledge of:

- rules and regulations pertaining to collection activities;
- interviewing and investigative techniques;
- data access procedures;
- effective methods of overpayment detection;
- program policies and procedures.

Ability to:

- deal tactfully with others;
- communicate clearly and concisely