

# **Support Associate V – Contracts and Medicaid Compliance Specialist**

## **New Hanover County Schools**

### **Job Description**

**Class:** Classified  
**Division:** Student Support Services Division  
**Dept:** Special Education & Related Services

**TITLE:** Support Associate V – Contracts and Medicaid Compliance Specialist

**QUALIFICATIONS:**

1. A high school diploma or equivalent.
2. Extensive and diverse experience in an office environment, with demonstrated responsibility for a wide range of complex administrative duties.
3. Demonstrated proficiency in computer applications, complemented by strong written and verbal communication skills.
4. Demonstrated ability to establish, manage, and consistently meet deadlines independently, without the need for direct supervision.

**REPORTS TO:** Director, Special Education & Related Services

**JOB GOAL:** To perform a variety of administrative functions to support the Special Education & Related Services Department in the fulfillment of its duties.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Ensure strict compliance with all New Hanover County Schools policies and procedures as well as applicable state and federal regulations relevant to the responsibilities of the position.
2. Maintain the highest level of confidentiality in handling all matters related to the position.
3. Draft, edit, compose, or coordinate the preparation of correspondence, reports, charts, records, audits, documents, and other printed materials, ensuring accuracy, clarity, and appropriateness of content and context.
4. Screen and direct materials and inquiries based on the content of the communication, utilizing comprehensive knowledge of organizational operations and status of ongoing work.
5. Maintain and update provider certifications and enrollment ensuring timely renewals and documentation accuracy for Medicaid compliance.
6. Oversee and manage the Random Moment in Time Study (RMTS) process, including staff communication, compliance monitoring, and submission timelines.
7. Ensure physician authorization documentation is complete, valid, and compliant with

Medicaid requirements.

8. Attend quarterly Medicaid meeting and follow-up on action items.
9. Facilitate and support the onboarding of contracted providers.
10. Assist with contract management including monitoring vacancy needs, service assignments, contract renewal and updates.
11. Manage and track timesheets for contracted providers, ensuring accuracy and adherence to contract terms.
12. Collaborate with the directors and supervisors to address provider concerns, scheduling needs, or service adjustments.
13. Assist with inventory tracking, distribution, and collection of specialized equipment.
14. Maintain accurate accounting of equipment assignments and returns.
15. Support troubleshooting and coordination of equipment needs as directed.
16. Perform other duties and responsibilities as requested by the Director or Assistant Director of Special Education & Related Services.

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Twelve-month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 64

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrated working knowledge of computer systems including proficiency in all aspects of Microsoft Office and Google Workspace applications.
- Ability to communicate clearly and concisely, both verbally and in writing; ability to communicate with school personnel, students, central office staff, and external vendors or organizations while adhering to the confidentiality requirements established by local, state, and federal policies and regulations.
- Demonstrated ability to perform tasks with a high degree of accuracy and attention to detail.
- Exceptional organizational skills with the ability to prioritize tasks and manage multiple responsibilities efficiently.
- Proven ability to interact professionally and effectively with both internal and external customers, maintaining a courteous and respectful demeanor in all situations.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Demonstrated ability to establish, manage, and consistently meet deadlines independently, without the need for direct supervision.