



STATE OF NEW JERSEY

In the Matter of Vicki Ciampa,
Medical Records Supervisor
(PS5641K), Department of Human
Services

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

CSC Docket No. 2020-2092

Examination Appeal

ISSUED: MARCH 16, 2020 (JET)

Vicki Ciampa appeals the determination of the Division of Agency Services (Agency Services) that she did not meet the certification requirement for the promotional examination for Medical Records Supervisor (PS5641K), Department of Human Services.

The subject examination was announced with specific requirements that had to be met as of the September 23, 2019 closing date. The requirements were three years of experience in a medical records center of a hospital or health care facility, and certification as a Registered Health Information Technician by the American Health Information Management Association. It was noted that certification as a Certified Professional Coder (CPC) may be substituted for the aforementioned certification. The examination was cancelled on January 22, 2020 as the appellant, the only applicant, was found ineligible for the examination.

On her application, the appellant listed that she possessed a certification as a Certified Billing and Coding Specialist and a certification as a Certified Electronic Health Record Specialist. Agency Services did not credit her for the certifications. Additionally, the appellant indicated that she served as a provisional Medical Records Supervisor from April 2019 to the September 23, 2019 closing date, as a Client Service Relations Management employee from April 2013 to November 2015, and as an Office Manager from May 2001 to November 2011. The appellant did not list any other information regarding her experience on her application. Agency Services credited the appellant with three years and four months of applicable

experience for her service in the subject title and as a Client Service Relations Management employee. Accordingly, Agency Services determined that the appellant was ineligible for the examination as she lacked the proper certification.

On appeal, the appellant asserts, among other things, that she possesses sufficient experience to qualify for the examination. Specifically, she states on appeal that she served as a Medical Records Technician from November 2015 to April 2019. Moreover, the appellant contends that she has possessed the proper certification since 2013, and such certification supports both billing and the coding processes.

Official personnel records indicate that the appellant continues to serve provisionally in the subject title.

CONCLUSION

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional announcement by the closing date. Further, *N.J.A.C.* 4A:1-1.2(c) states that the Civil Service Commission (Commission) may relax a rule for good cause in order to effectuate the purposes of Title 11A, New Jersey Statutes.

Initially, Agency Services correctly determined that the appellant's certifications in billing and coding were inapplicable to the subject requirements. However, it cannot be ignored that the appellant, while serving provisionally in the subject title and in her previous title, has numerous years of experience in medical records work. Therefore, although the appellant does not possess the required certification, the Commission is satisfied that the certifications the appellant submitted with her application closely mirror the required certification in the subject announcement. Additionally, the totality of the appellant's experience in medical records work warrants her admission to the subject examination, especially since she continues to serve provisionally in the subject title and the situation is not competitive as there are no other applicants for the subject examination. Therefore, under these circumstances, good cause exists to relax the provisions of *N.J.A.C.* 4A:4-2.6(a) and accept the appellant's certifications and totality of her work experience, and admit her to the subject examination.¹

It is noted that this remedy is limited to the particular circumstances of this matter and does not set a precedent for any other matter.

¹ The Commission notes that the appellant did not list her experience in the title as a Medical Record Technician on her application. She provided no explanation for this omission on appeal. While the circumstances of this matter warrant acceptance of that experience, the appellant is cautioned to ensure that any future applications are fully completed as amended information is generally not accepted. See *N.J.A.C.* 4A:4-2.1(f).

ORDER

Therefore, it is ordered that this appeal be granted, the cancellation of the examination announcement be rescinded, and the appellant's application be processed for prospective employment opportunities only.

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 12th DAY OF MARCH, 2020



Deirdre L. Webster Cobb
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

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

c: Vicki Ciampa
Acquonetta Green
Kelly Glenn
Records Center