

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

EMPLOYER'S COPY

1. Agency Position No. 05332-D

2. Reason for Submission <input checked="" type="checkbox"/> Reassignment <input type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other (Show any positions replaced)	3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field	4. Employing Office Location VAMC Albany, NY	5. Duty Station 528D	6. OPM Certification	1. Agency Position No.	
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Neither	12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitiv <input type="checkbox"/> 3-Critical <input type="checkbox"/> 2-Noncrit <input type="checkbox"/> 4-Special		13. Competitive Level Code 14. Agency Use	

15. Classified/Graded by	Official Title of Position	Pay Plan	Organizational	Grd	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or						
c. Second Level Review						
d. First Level Review	Insurance Accounts Technician	GS	593	06	RJ	12/23/02
e. Recommended by Supervisor or	Clerk/Typing	GS	303	6		

16. Organization Title of Position (If different from the official title)  
**Medical Record Billing Technician**

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment  
**Department of Veterans Affairs**

a. First Subdivision  
**VISN 2 MCCF**

b. Second Subdivision  
**Management Systems**

c. Third Subdivision  
**MCCR Section**

d. Fourth Subdivision

e. Fifth Subdivision

19. Employee Review — This is an accurate description of the major duties and responsibilities of my position.

Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the

a. Type Name and Title of Immediate Supervisor  
**KRISTI JORDAN, VISN 2 Billing Manager**

Signature: *Kristi Jordan* Date: *1/16/03*

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

Typed Name and Title of Official Taking Action  
**CHAR TAFT, SL/HR MANAGER**

Signature: *Char Taft* Date: *12-31-02*

22. Position Classification Standards Used in Classifying/Grading Position  
**P.C.S. for Clerical and Technical Accounting and Budget Work, GS-500 (HRCD-4, 12/97)**  
**Insurance Accounts Series, GS-0593**  
 Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks  
*Reviewed PD, 2/22/08, still current Kristi Jordan 2/22/08*

25. Description of Major Duties and Responsibilities (See Attached)

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

2. Reason for Submission  
 Redescription  New  Hdqrs  Field  
 Establishment  Other  
 (Show any positions replaced)

3. Service  
 Hdqrs  Field

4. Employing Office Location  
 VAMC Albany, NY

5. Duty Station  
 528D

1. Agency Position No.  
 05331-A

6. OPM Certification

9. Subject to IA Action  
 Yes  No

7. Fair Labor Standards Act  
 Exempt  Nonexempt

8. Financial Statements Required  
 Executive Personnel  Employment and Financial

Full Performance Level is GS-6  
 Targeted to PD # 05332-A

10. Position Status  
 Competitive  
 Excepted (Specify in Remarks)  
 SES (Gen.)  SES (CA)

11. Pay Plan  
 GS  GS  
 Neither

12. Sensitivity  
 1-Non-Sensitiv  3-Critical  
 2-Noncrit  4-Special

13. Competitive Level Code

14. Agency Use

- 15. Classified/Graded by
- a. U.S. Office of Personnel Management
- b. Department, Agency or
- c. Second Level Review
- d. First Level Review
- e. Recommended by Supervisor or

Official Title of Position  
 Insurance Accounts Technician  
 Clerk/Typing

Pay Plan	Classification	Grade	Initial	Date
GS	0593	05	AY	12/23/02
GS	303	5		

16. Organization Title of Position (If different from the official title)  
 Medical Record Billing Technician

17. Name of Employee (if vacant, initials)

18. Department, Agency, or Establishment  
 Department of Veterans Affairs

- c. Third Subdivision  
 MCCR Section
- d. Fourth Subdivision
- e. Fifth Subdivision

- a. First Subdivision  
 VISN 2 MCCF
- b. Second Subdivision  
 Management Systems

Signature of Employee (optional)

Employee Review — This is an accurate description of the major duties and responsibilities of my position.

20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the

knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Type Name and Title of Immediate Supervisor  
 KRISTI JORDAN, VISN 2 Billing Manager

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

Signature: *Kristi Jordan* Date: 1/16/03

Signature \_\_\_\_\_ Date \_\_\_\_\_

21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position  
 P.C.S. for Clerical and Technical Accounting and Budget Work, GS-500(HRCD-4, 12/97)  
 Insurance Accounts Series, GS-593

Typed Name and Title of Official Taking Action

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

CHAR TAFT, SL/HR MANAGER  
 Signature: *Char Taft* Date: 12-31-02

	Initials	Date	Initials	Date	Initials	Date	Initials	Date
23. Position Review								
a. Employee (optional)								
b. Supervisor								
c. Classifier								

24. Remarks

This position performs the same duties as the full performance level, however does so with greater supervision.  
 reviewed PD, 2/22/08, still current  
 Kristi Jordan 2/22/08

Description of Major Duties and Responsibilities (See Attached)

## POSITION DESCRIPTION

### Insurance Accounts Technician, GS-0303-05/06

#### INTRODUCTION

This position is located within the Network 2 MCCF office. The incumbent is responsible for all phases of the Medical Care Cost Fund (MCCF), VISN 2 program and follows all potential sources for date of application to billing completion.

#### MAJOR DUTIES

##### Billing

100 Percent

Performs all billing functions related to treatment provided for beneficiaries with reimbursable insurance, including those in receipt of home oxygen and durable medical equipment. Obtains information required to identify and initiate an assortment of billing activities through review of referrals from initial interviews or admissions information in HSA Core DHCP. Explains issues such as deductibles, co-payment, and other matters that explain the VA's role in MCCF.

Counsels veterans on coverage and need for information to ensure maximum reimbursement for VA and the provisions of public laws which mandate the billing of "discretionary" patients for co-payments/per diem.

Determines cost factors and amounts appropriate to treatment received and reasonable charges guidelines. Prepares itemized bills and supporting documents/statements using the UB-92, CMS 1500 forms. Established controls to ensure time periods are tracked for Category C (Means Test) beneficiaries. Maintains controls to ensure that billings are processed within the established timeframe to ensure that the VA obtains reimbursement in an expeditious manner.

Processes billing rejections of the MRW/CSA list on a weekly basis per instructions by the billing lead.

Ascertain if carrier had per-admission certification requirement and initiates such. Provides sufficient, selected information to third-party carrier to grant authorization for prospective payment. May refer certain cases to attending physician or utilization review staff for additional review. Shares appropriate information on identification of third-party payers to accounts receivable section, utilization review, veteran's service officers, and the unit supervisor.

In response to inquiries from patients, their authorized representative, and other third parties, such as law firms and insurance companies, other government agencies, determines appropriate person to give consent for the release of medical information and

payers, eligibility, the Privacy Act of 1974, and local policies regarding the release of medical information. Must have a good understanding of the Reasonable Charges Policy and how it directly impacts third party billing.

Must have skill in developing and maintaining control mechanisms to accurately identify pending workload accomplishments.

The incumbent must have competitive level proficiently in typing at the established rate and an understanding of and skill in using a personal computer integrated into the mainframe with specialized knowledge of billing and associated functions and general knowledge of IFCAP applications as they related to billing. Must have the ability to operate CRT, printers, fax, calculators, copiers and typewriters.

Must have knowledge of myriad of health insurance contracts and legal liabilities.

Must have knowledge of utilization review procedures and understand their involvement in the MCCR process.

#### Factor 2. SUPERVISORY CONTROLS:

Supervision is provided the MCCF Billing Lead. The supervisor defines objectives, priorities, overall goals and deadlines, and provides guidance only on unusual assignments or those without precedent. Employee works independently planning, organizing, and carrying out assignments and handles unusual problems/deviations in the work using established policies, instructions and accepted practices. Considerable reliance is placed upon the technician's knowledge of billing/eligibility/coding functions, laws, medical records, legal issues, etc. Many guidelines apply to the work, requiring judgment and interpretation in their application. Completed work is subject to periodic review for conformance to requirements.

#### Factor 3. GUIDELINES:

The incumbent uses a variety of technical manuals and instructions, medical center policies, national policies, Public Laws, legal guides and established procedures. Must use own judgment to adapt and interpret guidelines for application to specific problems or cases, using discretion and initiative in determining the appropriate course of action. It is expected that the employee will develop appropriate procedures when new requirements/regulations are put in place.

#### Factor 4. COMPLEXITY:

In the performance of the many varied functions of this position, the employee must determine many facts and conditions to know how to best pursue each case for maximum reimbursement, taking into account the medical records documentation, the legal aspects, the eligibility issues, etc. Many of the duties involve different processes, which require innovative approaches to accomplish tasks. These decisions have a direct impact on

reimbursement to this facility and require individual judgment and interpretation. Decisions regarding priorities must frequently be made as the workload changes, even daily. Through control mechanisms, the employee is responsible for completing the many tasks in a timely manner. The burden for proper assignment of coding is great; the maximum reimbursement depends on it. In reviewing the coding process, constant decisions must be made by the employee regarding the correct interpretation of the medical record and/or consulting with the professional staff and the coders. Bills must be accurately processed according to the Reasonable Charges Policy and every billable episode must be billed in the correct format using the correct billing form and the correct rate scale by division and by credentials of the provider.

Factor 5. SCOPE AND EFFECT:

It is critical that work is performed skillfully and accurately to ensure that maximum reimbursement is obtained from the varied billing programs. The work involves the performance of specialized medical record tasks and is directly dependent on the ability of the employee to process medical records that often involve inconsistencies, discrepancies, etc. The work performed has a direct impact on the reliability of medical record services provided at this Medical Center.

Factor 6. PERSONAL CONTACTS:

Contacts are conducted in person, by telephone, and/or written correspondence with veterans, and/or families, Regional Counsel, private attorneys, insurance carriers, employers, veterans' service officers, VA staff at all levels including administrative and professional staff both at this facility and other VA facilities, and other government agencies.

Factor 7. PURPOSE OF CONTACTS:

The employee must obtain/exchange information to enable accurate preparation of billings and the necessary follow-up and protect the Medicals Center's interest as a lien claimant in liability cases while maintaining the integrity of the VA as a whole. Also, for the purpose of problem solving and coordination of work efforts to accomplish the duties of this position in a timely and accurate manner to expedite the collection process.

Factor 8. PHYSICAL DEMANDS:

The work is performed mainly in a sedentary manner, however, walking, standing, reaching, bending and pulling and carrying of medical records is required.

Factor 9. WORK ENVIROMENT:

The work environment involves everyday risks and/or discomforts, which require normal safety precautions typical of such places as various hospital offices.

## **Insurance Accounts Technician Crediting Plan**

Ability to organize workload (track, trend and analyze data), establish priorities and meet deadlines.

### **LEVEL 5 Superior**

Has had experience working with compiling information to determine covered services and independently establish a procedure/process of verifying specific projects as priority. Has the ability to identify patients who are required to make medical treatment copayment or prescription copayment charges. Has the ability to answer the telephone, responding to e-mails, compiling information to be reported to the Lead/Billing Manager. Work is performed in an environment where smooth workflow should be maintained in spite of constantly changing priorities and deadlines. Experience may have been gained in a comparable office setting.

### **LEVEL 3 Good**

Has had experience in developing a process of priority projects. Answering the telephone, provide information requiring specialized knowledge to callers or e-mails.

### **LEVEL 1 Acceptable**

Has had experience involving to routine calls and questions from patients and gathering most commonly asked questions.

Skill and technical knowledge of personal computers and data systems, proficient skills in Microsoft Word, Excel and VISTA

### **LEVEL 5 Superior**

Has had experience with all micro soft applications including, Outlook, Excel, Internet access, specialized programs, and downloading data ability

### **LEVEL 3 Good**

Has had experience with some micro soft application, specialized company programs and internet access

### **LEVEL 1 Acceptable**

Has had some experience with Microsoft applications

Ability to communicate to a wide variety of people, effectively both orally and in writing

**LEVEL 5 Superior**

Employee has had experience discussing issues with veterans. Served as a Point of contact for other staff on procedural matters and providing assistance on established office policies and precedence. Has trained new personnel on job related issues as they pertain to the procedures of the office and responding

**LEVEL 3 Good**

Has some experience in dealing with difficult customers or customers with complaints. Has experience in working in an adversarial customer service setting.

**LEVEL 1 Acceptable**

Employee has had experience responding to inquiries and questions about the functions and procedures of an organization, its employees and physical layout.

Knowledge and applications of Third party Reimbursable Insurance.

**LEVEL 5 Superior**

Employee has had experience in Third Party Billing for at least 2 years. Employee has familiarity with medical terminology, CPT and ICD codes.

**LEVEL 3 Good**

Employee has had experience in Third Party Billing. Employee has familiarity with medical terminology, CPT and ICD codes. Employee also has knowledge of the payer guidelines.

**LEVEL 1 Acceptable**

Employee has no experience in This Party Medical billing but has the knowledge to be trained.

## **Insurance Accounts KASO**

Ability to organize workload (track, trend and analyze data), establish priorities and meet deadlines.

Has had experience with all micro soft applications including, Outlook, Excel, Internet access, specialized programs, and downloading data ability

Ability to communicate to a wide variety of people, effectively both orally and in writing

Knowledge and applications of Third party Reimbursable Insurance.



**POSITION SENSITIVITY LEVEL DESIGNATION**

SUBJECT OF DESIGNATION

POSITION TITLE/GRADE

Insurance Accounts Technician GS-593-6

POSITION DESCRIPTION NO. (PD #)

5332-A

STATION NUMBER/ORGANIZATION

VAMC, Albany, NY (528D)

NOTE: Each position within the VA requires a designation of its position sensitivity. The of 5 risk factors relating to the efficiency of the service: Degree of Public Trust; Fiduciary VA procedures involve as a first step, the designation of the program in which the position is (Monetary) Responsibility, Importance to Program; Program Authority Level; and placed. This is accomplished first by assessing the program's impact on the efficiency of the Supervision Received. Risk points are assigned under each risk factor. The number of service at 1 of 7 impact descriptions ranging from Maximal to Minimal. The program's points assigned under each factor varies from 7 points for greatest risk to 1 point for least scope of operations in terms of the efficiency of the service is then determined at 1 of 7 risk. The total risk points for the position in combination with the program's placement scope descriptions ranging from Worldwide to Areawide. Designation of the program's determines placement of the position. Final adjustment factors upward or downward are placement is accomplished by converting the combined impact and scope descriptions to a made to determine the final position sensitivity level. program's placement. The position within the program is then assessed in terms

**STEP 1 – PROGRAM PLACEMENT**

NOTE: Step 1 involves designation of the program for its impact and scope as related to the efficiency of the service. VA Handbook 0710, Appendix A, describes a program placement description conversion chart and specific criteria for determining the placement of each program. Using the criteria as referenced, determine the programs below.

IMPACT ON EFFICIENCY OF SERVICE (*Major, Substantial, Moderate, Limited*)

SCOPE OF OPERATIONS FOR EFFICIENCY OF SERVICE  
(*Worldwide, Governmentwide, Multi-agency, Agency*)

Limited

Agency

NOTE: The total program placement is determined by combining the Impact on Efficiency of Service and Scope of Operations for Efficiency of Service descriptions.

TOTAL PROGRAM PLACEMENT (*Major, Substantial, Moderate, Limited*)

Limited

**STEP 2 – POSITION PLACEMENT**

NOTE: Step 2 involves designation of the position for its degree of risk upon the program in terms of the efficiency of the service. In designating position placement, the duties and responsibilities of the position must be considered in the context of the program, and the risk of position has for damage or abuse to the program. The procedure requires a determination the impact on the program under each of the five risk factors and the assignment of points under each risk factor. Using the criteria as referenced, determine the programs:

LINE NO.	RISK FACTORS (VA handbook 0710, Appendix A)	RISK POINTS	
1.	Degree of Public Trust	3	
2.	Fiduciary (Monetary) Responsibility	1	
3.	Importance to Program	3	
4.	Program Authority	1	
5.	Supervision Received	3	
6.	<b>TOTAL (Lines 1 thru 5) &gt;</b>		<b>11</b>

**STEP 3 – FINAL ADJUSTMENT**

NOTE: Some positions, by the very nature of the duties and responsibilities of the program or the positions, will require designation at certain levels of sensitivity. Final adjustment in the designation process must take into account unique factors specific to positions, and the organizational need for uniformity of operations. VA Handbook 0710, Appendix A, contains special factor adjustment criteria covering these types of positions.

FINAL SENSITIVITY LEVEL DESIGNATION (*Select the appropriate position sensitivity level, i.e., SS, CS, NCS, NS, HR, MR, LR*)

LR-NACI

SIGNATURE AND TITLE OF VA POSITION SENSITIVITY DESIGNATOR

*Alice A. Flynn*  
ALICE A. FLYNN, HR SPECIALIST

DATE

9/28/05

VA FORM  
DEC 2000 (R)

2280

OFFICIAL PERSONNEL FOLDER 1

Department of Veterans Affairs

**POSITION SENSITIVITY LEVEL DESIGNATION**

SUBJECT OF DESIGNATION

POSITION TITLE/GRADE

Insurance Accounts Technician GS-593-5

POSITION DESCRIPTION NO. (PD #)

5331-A

STATION NUMBER/ORGANIZATION

VAMC, Albany, NY (528D)

NOTE: Each position within the VA requires a designation of its position sensitivity. The of 5 risk factors relating to the efficiency of the service: Degree of Public Trust; Fiduciary VA procedures involve as a first step, the designation of the program in which the position is (Monetary) Responsibility, Importance to Program; Program Authority Level; and placed. This is accomplished first by assessing the program's impact on the efficiency of the Supervision Received. Risk points are assigned under each risk factor. The number of service at 1 of 7 impact descriptions ranging from Maximal to Minimal. The program's points assigned under each factor varies from 7 points for greatest risk to 1 point for least scope of operations in terms of the efficiency of the service is then determined at 1 of 7 risk. The total risk points for the position in combination with the program's placement scope descriptions ranging from Worldwide to Areawide. Designation of the program's determines placement of the position. Final adjustment factors upward or downward are placement is accomplished by converting the combined impact and scope descriptions to a made to determine the final position sensitivity level. program's placement. The position within the program is then assessed in terms

**STEP 1 – PROGRAM PLACEMENT**

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IMPACT ON EFFICIENCY OF SERVICE (*Major, Substantial, Moderate, Limited*)

SCOPE OF OPERATIONS FOR EFFICIENCY OF SERVICE  
(*Worldwide, Governmentwide, Multi-agency, Agency*)

Limited

Agency

NOTE: The total program placement is determined by combining the Impact on Efficiency of Service and Scope of Operations for Efficiency of Service descriptions.

TOTAL PROGRAM PLACEMENT (*Major, Substantial, Moderate, Limited*)

Limited

**STEP 2 – POSITION PLACEMENT**

NOTE: Step 2 involves designation of the position for its degree of risk upon the program in terms of the efficiency of the service. In designating position placement, the duties and responsibilities of the position must be considered in the context of the program, and the risk of position has for damage or abuse to the program. The procedure requires a determination the impact on the program under each of the five risk factors and the assignment of points under each risk factor. Using the criteria as referenced, determine the programs:

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FINAL SENSITIVITY LEVEL DESIGNATION (*Select the appropriate position sensitivity level, i.e., SS, CS, NCS, NS, HR, MR, LR*)

LR-NACI

SIGNATURE AND TITLE OF VA POSITION SENSITIVITY DESIGNATOR

ALICE A. FLYNN, HR SPECIALIST

VA FORM 2280  
DEC 2000 (R)

DATE

9/28/05

OFFICIAL PERSONNEL FOLDER 1