

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No
4198-A
6. OPM Certification No

9. Subject to IA Action
 Yes No
13. Competitive Level Code
X L4
14. Agency Use
0065

2. Reason for Submission
 Redescription New
 Reestablishment Other
 Explanation (Show any positions replaced)

3. Service
 Hdqtrs Field

4. Employing Office Location
VAMC -DC

5. Duty Station
688

7. Fair Labor Standards Act
 Exempt Nonexempt

8. Financial Statements Required
 Executive Personnel Financial Disclosure Employment and Financial Interests

10. Position Status
 Competitive
 Excepted (Specify in _____)
 SES (Gen.) SES (CR)

11. Position is:
 Supervisory
 Managerial
 Neither

12. Sensitivity
 1-Non-Sensitive 3-Critical Sensitive
 2-Noncritical Sensitive 4-Special Sensitive

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Program Support Assistant	GS	303	8	GM	06/04/05
e. Recommended by Supervisor or Initiating Office	MCCR Customer Service Representative	GS	303	8		

16. Organization Title of Position (If different from the official title)

17. Name of Employee (if vacant, specify)

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

a. First Subdivision
Business Office

b. Second Subdivision
MCCR

c. Third Subdivision

d. Fourth Subdivision

e. Fifth Subdivision

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

Signature of Employee (optional)

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
Martin G. Wiseman, Chief, Business Office

Signature: *Martin G. Wiseman* Date: **3-4-05**

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
Araceli Madrid, HR Specialist

Signature: *Araceli Madrid* Date: **06/04/05**

22. Position Classification Standards Used in Classifying/Grading Position
TS-37 11/1979, TS 34 01/1979 Position Classification Flysheet Miscellaneous Clerk Assistant Series, GS-303

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
F.P.L.

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

Position Description

Program Support Assistant (O/A) GS-303-8 MCCR Customer Service Representative

Introduction:

This position is located in the Business Office at the Washington VA Medical Center VA Customer Service Center within Medical Care Cost Recovery Program. The functional duties of this position are to assist veterans, insurance carriers, other medical centers, etc., on VA health care issues. Veterans contacted will have all demographic and insurance information reviewed and updated within the VISTA system as necessary.

Principal Duties and Responsibilities:

Incumbent will answer customer service inquiries regarding accounts receivable, means and co-payment testing, eligibility and health insurance-related issues. Employee should determine the best course of action to resolve the majority of inquiries received within the Customer Service Unit. Incumbent is expected to provide courteous service to the veteran and/or their families, conveying a pleasant, caring, and helpful attitude. Incumbent is also expected to provide helpful and courteous service to insurance carriers, as well as other VA medical centers and business entities, conveying a professional businesslike attitude.

Incumbent will provide as much patient education and assistance concerning the Medical Care Cost Recovery program in order to help veterans and their families understand the program and the veteran's specific financial responsibility to the United States Government.

Incumbent will assure that all pertinent demographic and insurance information is gathered and input into VISTA timely, in order to provide a more complete and accurate patient information database. Eligibility changes, means test reviews and income screenings will be directed to the appropriate medical center department(s).

Incumbent receives telephone calls and written correspondences from veterans serviced by the VA medical center and supported Outpatient Community Base Clinics, as well as calls and inquiries from medical center employees, insurance carriers and outside entities on behalf of the veteran. Incumbent inputs information gathered from the phone conversation or written inquiry into the appropriate program (software) within the VISTA computer database.

Incumbent is responsible for documenting requests for information from the veteran or family member that falls outside the scope of these duties and submitting such requests to the appropriate official (employee) at the appropriate medical center at the earliest possible moment. Normal submission of information will be made through the appropriate medical center's mailman system, but can include faxes, mailings or telephone requests.

Incumbent will provide requests for inquiries on possible service related medications being billed as copayments, changes in eligibility and means test inquiries to the appropriate medical center official (employee) at the earliest possible moment (normally at the time of inquiry, but no later than the close of business of the next business day).

Incumbent is responsible for the mailing of waiver and hardship requests to veterans and forwarding returned application to the Supervisory Program Specialist, or designee for determination in a timely manner.

Incumbent is responsible for sending requests for debt repayment plans to the veteran and/or their families with appropriately calculated payment scales and inputting the approved, signed repayment plans into the Accounts Receivable computer package within VISTA. Other responsibilities include debtor education of financial responsibility and repayment obligations to the United States Government.

Incumbent performs receivable adjustments to first party debts as appropriate, including exempting interest and administrative charges when deemed appropriate.

Employee provides assistance with appropriate Accounts Receivable debt documentation of deceased veterans, referring through completed paperwork any debt that is appropriate for Regional Counsel intervention.

Employee provides assistance with the Accounts Receivable Debt Management, Internal Revenue and Treasury Offset programs. Performs necessary review of affected first party debts prior to actual impact of payment offsets in the AR 4.5 software program.

Incumbent researches patient billing statements for proper, erroneous or improper payment applications. The research may include, but would not be limited to, payments made by the patient, insurance carriers, offsets through payroll deductions, federal income tax returns, or federal benefit check deductions. Employee will make appropriate adjustments to the patient's billing account or provide documented information on outcome of research, and course of action to resolve inquiry.

Incumbent periodically performs follow-up telephone calls to veterans, their families, or other concerned employee or group, to ensure that all requests/inquiries have been satisfactorily handled.

Factor 1 – Knowledge

750 Points

Employee must possess full and thorough knowledge of all VA regulations, public laws and directives regarding not only the MCCR processes, functions and responsibilities, but also those functions that support the MCCR program, such as eligibility, income screening and release of information.

Employee must have a thorough knowledge of medical record forms and formats and be able to not only read, but also understand medical record entries in order to accurately respond to inquiries and

requests from veterans, their families, or insurance carriers. Employee must possess a thorough knowledge of means test and copayment test requirements, knowledge of eligibility rules and how they affect MCCR billings, and an in-depth knowledge of appropriateness of ineligible and humanitarian encounters and their billing and payment requirements.

Most of the duties involve different processes that require innovative approaches to accomplish any given task. These decisions have a direct impact on reimbursement to the medical center and require individual judgement and interpretation. Decisions regarding priorities must frequently be made as the workload changes throughout the day. The burden of information verification is great so as to maximize reimbursement and increase overall program efficiency. The ability to work under pressure; adapt quickly to changes in regulations and procedures; and to exercise good judgement in the analysis of evidence; are necessary to ensure that identification and processing of reimbursable insurance cases, and to the proper collection of first party debts.

Employee must exhibit a very good working knowledge and efficiently operate a CRT, calculator, personal computer and typewriter.

Factor 2 – Supervisory Controls

75 Points

The Supervisory Program Specialist provides supervision. The supervisor defines objectives, priorities, overall goals, deadlines, and provides guidance on assignments. Incumbent works independently, planning, organizing, carrying out assignments and handling unusual problems and deviations in work using established policies, instructions, and accepted practices. The supervisor gives individual instructions for nonrecurring work assignments, deviations from normal or prior approved procedures, and new or revised procedures. Completed work is subject to periodic review for conformance to requirements.

Factor 3 – Guidelines

75 Points

The incumbent uses a variety of technical manuals and instructions, medical center policies and directives, public laws, legal guides and established procedures in day-to-day operations. The employee must use their own judgement to adapt and interpret guidelines for application to specific problems or cases, using independent discretion and initiative in determining the appropriate course of action. Because the circumstances pertaining to indebtedness vary widely, no specific rule for recovery of debts due the United States Government can be prescribed in all instances.

A common sense approach to use of computer programs within the VISTA system as well as any personal computer is necessary.

It is expected that the employee will assist with development of procedures when new requirements/regulations are implemented. Guidelines may require modification to provide for adding new forms of input or to adapt to new or changing hardware and/or software capabilities.

Factor 4 – Complexity

135 Points

In the performance of many and varied functions within this position, the employee must determine many facts and conditions, in order to best pursue each case for maximum satisfaction and or reimbursement, taking into account the medical record documentation, eligibility issues, demographic information, legal aspects, etc. Decisions often require assessing many issues such as compliance with pertinent regulations, ensuring that required documentation has been prepared, and choosing a course of action from among many alternatives. Most of the duties involve different processes that require innovative approaches to accomplishing tasks. These decisions have a direct impact on customer service, impact within the Network, as well as reimbursement/collection factors, and require individual judgement and interpretation.

Decisions in priorities must frequently be made as the workload changes throughout the day. The ability to work under pressure, adapt quickly to changes, and exercise good judgement in the analysis of evidence and information, are necessary to ensure satisfactory customer relations with the VA's customers.

Inquiries require a complex assessment of a variety of courses of action, techniques to be utilized and data elements. The employee considers varying courses of action, chooses methods, refines procedures, applies learned concepts, and develops theories and methods of analysis to problems impacting on the Customer Service Unit in particular and the MCCR consolidated unit as a whole.

Factor 5 - Scope and Effect

150 Points

The scope of the position is administrative, complex clerical in nature. The functions, activities and services provided within the Customer Service Unit encompasses several states, and directly and significantly impact a wide range of agency activities, the work of other agencies, and the general public. Timeliness and accuracy of the customer service activity directly affects the veteran, quality of information gathered, and the appropriate reimbursement for VA care provided and/or the degree of patient satisfaction. The consequences of inadequate administration of the Customer Service Unit can include a detrimental impact on the provision of continuous high quality customer satisfaction and cause inefficient utilization of resources within the MCCR program.

Factor 6 – Personal Contacts

25 Points

Contacts are conducted primarily by telephone calls from the veteran or their families, but can include other medical center employees, the general public and insurance carriers. Contact can also include VA staff at all administrative levels.

The employee will demonstrate a concerned, compassionate and helpful attitude, and demonstrate an appropriate regard for a patient's right to privacy and confidentiality to enhance a positive image of the Department of Veterans Affairs and the VA in general.

Incumbent will make independent decisions when dealing with tense situations.

Factor 7 – Purpose of Contacts

10 Points

The purpose of contact is to resolve veteran inquiries concerning the MCCR program, collect accurate and complete demographic information, and provide assistance to the veteran, their families and/or the general public, in order to provide a high degree of patient satisfaction and enhance a positive image of the VA and the MCCR program.

Factor 8 – Physical Demands

5 Points

The work is performed mainly in a sedentary manner; however, walking, standing, reaching and bending is required. Requires long periods of interaction at computer terminals.

Factor 9 – Work Environment

5 Points

Work is performed in an office setting in Medical Cost Recovery Section within this Medical Center. The work environment involves every day risks and/or discomforts requiring normal safety precautions typical of a hospital business office setting.

Factor 10 – Other Significant Factors

The position must be available to work irregular tours, likely scheduled for late afternoon and early evening, based on workload demands.

Factor 11 – ADP Security

In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive information, which must be protected under the provision of the Privacy Act of 1974, and other applicable laws and regulations. The employee is responsible for (1) protecting that information from unauthorized release or from loss, alteration, or unauthorized deletion, and (2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc, as set forth in the hospital's ADP Agreement which the employee signs.