

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.
01286A

2. REASON FOR SUBMISSION <input checked="" type="checkbox"/> REDESCRIPTION <input type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input type="checkbox"/> OTHER		3. SERVICE <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	4. EMPLOYING OFFICE LOCATION ALTOONA, PA	5. DUTY STATION	6. OPM CERTIFICATION NO.
EXPLANATION (Show any positions replaced) D # 1286A, Claims Assst. (OA) 65-998-5, dated 9/17/07		7. FAIR LABOR STANDARDS ACT <input type="checkbox"/> EXEMPT <input checked="" type="checkbox"/> NONEXEMPT		8. FINANCIAL STATEMENTS REQUIRED <input type="checkbox"/> EXECUTIVE PERSONNEL FINANCIAL DISCLOSURE <input type="checkbox"/> EMPLOYMENT AND FINANCIAL INTERESTS	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. POSITION IS: <input type="checkbox"/> SUPERVISORY <input type="checkbox"/> MANAGERIAL <input checked="" type="checkbox"/> NEITHER		12. SENSITIVITY <input checked="" type="checkbox"/> 1 - NON-SENSITIVE <input type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 3 - CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE	
13. COMPETITIVE LEVEL CO X01		14. AGENCY USE			

15. CLASSIFIED/GRADED BY	OFFICIAL TITLE OF POSITION	PAY PLAN	OCCUPATIONAL CODE	GRADE	INITIALS	DATE
A. U.S. OFFICE OF PERSONNEL MANAGEMENT						
B. DEPARTMENT, AGENCY OR ESTABLISHMENT						
C. SECOND LEVEL REVIEW						
D. FIRST LEVEL REVIEW	Claims Assistant (OA)	65	998	5	PK	10/14/09
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE						

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)
CLAIMS ASSISTANT (O/A)

17. NAME OF EMPLOYEE (if vacant, specify)

18. DEPARTMENT, AGENCY, OR ESTABLISHMENT Department of Veterans Affairs	C. THIRD SUBDIVISION Health Administration Service
A. FIRST SUBDIVISION VHA	D. FOURTH SUBDIVISION Fee Basis
B. SECOND SUBDIVISION Medical Center	E. FIFTH SUBDIVISION

19. EMPLOYEE REVIEW - This is an accurate description of the major duties and responsibilities of my position.

SIGNATURE OF EMPLOYEE (optional)
Rhonda K. Cooper

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. TYPED NAME TITLE OF IMMEDIATE SUPERVISOR S. NICOLE REEDER, FEE BASIS SUPERVISOR	B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional) JOSEPHINE NEARHOOF, CHIEF, HEALTH ADMIN SVC
SIGNATURE <i>S. Nicole Reeder</i>	SIGNATURE <i>Josephine Nearhoof</i>
DATE 9-18-09	DATE 9-22-09

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/GRAIDING POSITION
Job Family Position Classification Standard for Assistance work in the Legal and Kindred Group, 65-0900, Aug. 2001

23. INFORMATION FOR EMPLOYEES: The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed 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.

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
Edward O'Hearn, Chief, Human Resources Svc.

SIGNATURE
EOH

DATE
11/04/09

23. POSITION REVIEW	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE
A. EMPLOYEE (optional)										
B. SUPERVISOR										
C. CLASSIFIER										

24. REMARKS

25. DESCRIPTION OF MAJOR DUTIES AND RESPONSIBILITIES (See Attached)

**Position Description
Payment Processing
Fee Basis Claims Assistant (OA)
Fee Basis Section, Health Administration Service**

INTRODUCTION

The position is located in the Fee Basis Section of Health Administration Service. The employee is responsible for administering non-VA care/Fee Basis benefits to all eligible veterans, using nationally and locally defined processes and procedures to meet the needs of our veterans and the medical center.

PRINCIPLE DUTIES & RESPONSIBILITIES

- a. Processes all Fee Basis payments in accordance with all applicable laws and standards, using software designed to capture key data entry elements used for financial and productivity reporting.
- b. Follows established guidelines regarding claims repricing agreement and prepares a daily mailing to be sent to contractor. Processes payment of these claims using the pricing assigned by contractor.
- c. Responds to requests from Federal Health Net DRG audits. This entails sending copies of requested cases to Health Net within the requested timeframe and making corrections in payments to vendors, if necessary.
- d. Prepares Bills of Collection promptly and correctly to assure proper re-collection of medical center funds.
- e. Participates in the vendorizing process by collecting pertinent data elements about community vendors and assuring vendor's eligibility to participate as a Fee Basis provider.
- f. Maintains knowledge and competencies in the Fee Basis Program.
- g. Prepares workload reports, as requested in a timely manner.
- h. Other duties as assigned.

FACTOR 1: KNOWLEDGE, SKILLS AND ABILITIES

Employee must be able to exercise independent and sound judgment and adapt to the changing needs and requirements of the Fee Basis Section.

Ability to apply all VA regulations, Public Law, Central Office, and medical center directives, Prompt Payment Act in processing claims and appeals related to Fee Basis programs.

Knowledge of CPT and ICD-9 codes.

Ability to use a computer using a variety of VistA software, as well as Microsoft Office applications such as Word, Excel and Outlook; and office equipment including copies, fax, and calculator.

Employee must have ability to prioritize workload, so as not to adversely affect stakeholder interests.

FACTOR 2: SUPERVISORY CONTROLS

Work is performed under the direct supervision of the Fee Basis Supervisor. Employee generally performs all duties within the framework of Fee Basis programs as outlined above. Independently performs duties and functions of this position, solving most problems as they are encountered. Supervision is available for resolving controversial and unusual issues.

Completed work is evaluated by the supervisor for technical soundness, appropriateness, and conformity to policy and requirements as well as accuracy. Effectiveness of performance is evaluated by results achieved and errors can be detected via VistA Fee Basis reports/outputs, complaints from veterans, health care providers and audits.

FACTOR 3: GUIDELINES

Regulatory guidelines are M-1, Part I, Chapter 18, and Fee Basis Guidebook. VA Regulations and directives are also utilized to include Title 38 United States Code of Regulations and directives. When instructions do not apply, problem is referred to Supervisor. Employee must consider the wide variety of regulations and policies and adapt these to each unique situation and apply the proper one to each claim prior to payment determination.

FACTOR 4: COMPLEXITY

Employee processes payments for all Fee Basis programs, including Outpatient Medical, Unauthorized/Mill Bill, Non-VA Hospital Admissions, contracts, Community Nursing Home and Pharmacy, using set guidelines. There are times that payments are rejected at various post-payment levels and these rejects may be time consuming and tedious in nature to correct. Employee must utilize various computer software programs to accomplish everyday tasks.

FACTOR 5: SCOPE AND EFFECT

Position requires prompt payment processing of all Fee Basis invoices. In accomplishing this task, Employee is complying with local and national payment policies, fostering a reputable public image for the organization and limiting the number of veteran complaints regarding payment process. Accuracy during payment process is imperative, so as to lessen rework on Employee and financial strain upon the non-VA providers. The ability to understand and follow guidelines regarding timeliness of payments is also important. Situations or circumstances that are more complex are referred to the Supervisor.

FACTOR 6: PERSONAL CONTACTS

Employee may meet with veterans, their families, VA clinical and administrative staff, non-VA healthcare professionals, or other VA medical center staff, etc. The contacts are in person, by telephone and by correspondence. In all situations, the Employee must be able to communicate effectively and listen attentively. In addition, must exhibit dignity and poise in handling all contacts to assure good public relations and maintain high level of customer service.

FACTOR 7: PURPOSE OF CONTACTS

The purpose of the contacts is to relay accurate information to all Fee Basis stakeholders in a dignified and professional manner.

FACTOR 8: PHYSICAL DEMANDS

Work is performed at a desk with no physically challenging demands.

FACTOR 9: WORK ENVIRONMENT

Work is performed in a business office setting. There is a risk of coming into contact with verbally abusive and demanding patients.

FACTOR 10: ADP SECURITY

In the performance of official duties, Employee has regular access to hard copy and electronic files containing sensitive data which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy. The employee is responsible for protecting this data from unauthorized deletion and following applicable instructions regarding access codes, etc., as set out in a computer access agreement.