

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

1. Agency Position No.  
02441A

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 NWIHCS		5. Duty Station 636		6. OPM Certification	
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 type="checkbox"/> Yes <input checked="" 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 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-Noncritl <input type="checkbox"/> 4-Special		13. Competitive Level Code		14. Agency Use		15. Classified/Graded by		Official Title of Position	

REPLACEMENT  
AUG 22 2008

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management	HUMAN RESOURCES OFFICE FILE					
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Claims Assistant	GS	998	5	CF	8/28/08
e. Recommended by Supervisor or Initiating Office	Claims Assistant	GS	0998	05		

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		c. Third Subdivision Non VA Care Section	
a. First Subdivision Nebraska-Western Iowa Health Care System		d. Fourth Subdivision	
b. Second Subdivision Business Office and Health Administration		e. Fifth Subdivision	

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 statues or their implementing regulations.

a. Type Name and Title of Immediate Supervisor  
JAMES EBEL, Chief, Non VA Care  
Signature \_\_\_\_\_ Date \_\_\_\_\_

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)  
JOHN HORNER, Manager, Business Office  
Signature *John Horner* Date 8/20/08

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  
*Assistance Work in the Legal and Related Group, GS-0900 (8/01)*

Typed Name and Title of Official Taking Action

Signature *James Ebel* Date 8/28/08

**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

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

## CLAIMS ASSISTANT

### **I. MAJOR DUTIES AND RESPONSIBILITIES:**

- A. The incumbent acts as an administrative coordinator for medical services purchased in the local community for eligible veterans throughout the Nebraska-Western Iowa Healthcare System. Purchased services primarily involve diagnostic tests or procedures which are not available at a local VA Medical Center (VAMC) or Community Based Outpatient Clinic (CBOC). The incumbent is responsible for identifying the necessary authorization for these services to ensure proper accountability, eligibility, and invoice payment.
- B. Responsible for processing invoice payments for all purchased care to include inpatient hospital, outpatient medical and surgical procedures, emergency care, home health care, contract nursing home and dental care. Responsible for determining that patient meets the criteria for authorization of the designated care. Ensures that all claims for purchased care are paid using the VistA Fee Package to ensure that proper workload and associated budgetary funding is earned for the healthcare system.
- C. Maintains daily statistics necessary for completion of monthly AMIS, monthly Stoplight and other reports for the Non VA Care program.
- D. Manages submission of all invoices with billed charges in excess of \$125 to HealthNet Federal Services for savings under the repricing program.
- E. Coordinates with the Health Information Management Section (HIMS) to ensure that all authorized inpatient invoice workload is properly captured via the Patient Treatment File (PTF).
- F. Responsible for customer service back up support within the Non VA Care department to include: assisting veterans who walk in with questions, assisting veterans with questions via phone and assisting vendors with questions via phone.
- G. 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 provisions 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, alterations or unauthorized deletion, and (2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set in the computer access agreement, which the employee signs.
- H. Other duties as assigned.

### **II. FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION:**

- A. Incumbent must have knowledge of agency regulations governing eligibility for Non VA Care.
- B. Must have an excellent knowledge of medical terminology and clinical coding to include CPT and HCPCS coding systems in order to interpret invoices and correctly issue payment to private vendors.
- C. Must have strong computer skills in order to fully utilize the VistA Fee Package and daily tracking technologies.
- D. Must have strong customer service skills.

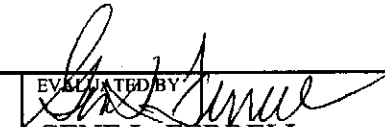
III. **FACTOR 2. SUPERVISORY CONTROLS:** Works under the general supervision of the Chief, Non VA Care. Works independently and consults supervisor only on matters involving deviation from established procedures.

IV. **FACTOR 3. GUIDELINES:** VA Manuals, regulations, and procedural memoranda serving as guidelines for obtaining Non VA Care services and processing subsequent invoices.

V. **FACTOR 4. COMPLEXITY:** Work involves several clerical procedures to include: accurate selection of authorizations for correct payment, electronic payment processing, inpatient invoice payment methodologies, maintenance of files and statistics for reports and invoice tracking. Must have ability to understand medical invoices and accurately interpret corresponding codes and medical terminology.

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- VI. **FACTOR 5. SCOPE AND EFFECT:** The purpose of this position is to provide administrative support to VA professional personnel in obtaining medical care not available within the healthcare system.
- VII. **FACTOR 6. PERSONAL CONTACTS:** Personal contacts are with patients, physicians, nursing personnel and other health care personnel to include community hospital and clinic providers and administrative staff. Must always display courtesy and understanding in voice and manner.
- VIII. **FACTOR 7. PURPOSE OF CONTACTS:** Contacts are for the purpose of authorization and payment of medical care in the community, obtaining and providing information, providing administrative assistance to professional personnel.
- IX. **FACTOR 8. PHYSICAL DEMANDS:** The work is mostly sedentary with some walking, standing, bending, and sitting. Must have the ability to work under pressure while maintaining a high degree of accuracy.
- X. **FACTOR 9. WORK ENVIRONMENT:** Work is conducted in an office setting. Normal risks and requirements of a medical center, including possible exposure to contagious diseases and/or assaultive patients. Different work areas may be utilized throughout the workday. All areas must be kept clean, well lit, and well organized.

<b>POSITION EVALUATION STATEMENT</b> Factor Evaluation System		NATURE OF PROPOSED ACTION Redescription		POSITION NO. 02441A		
CLASSIFICATION TITLE Claims Assistant				SCHED. GS	SERIES 998	GRADE 5
ORGANIZATIONAL TITLE Claims Assistant				NO. POSITIONS		
ORGANIZATION NWIHCS		SUBDIVISION Business Office		LOCATION NWIHCS		
EVALUATION FACTORS		POINTS ASSIGNED	STANDARD USED <i>(Give Benchmark No., Factor Level No., etc.)</i>	COMMENTS		
1. KNOWLEDGE REQUIRED BY THE POSITION		350	FL 1-3			
2. SUPERVISORY CONTROLS		125	FL 2-2			
3. GUIDELINES		125	FL 3-2			
4. COMPLEXITY		75	FL 4-2			
5. SCOPE AND EFFECT		150	FL 5-3			
6. PERSONAL CONTACTS			FL 6-b			
7. PURPOSE OF CONTACTS		75	FL 7-2			
8. PHYSICAL DEMANDS		5	FL 8-1			
9. WORK ENVIRONMENT		5	FL 9-1			
SUMMARY	TOTAL POINTS	910				
	GRADE CONVERSION	GS-5				
REMARKS <i>(As appropriate, desk audit findings or other considerations not previously documented which affect final grade.)</i>						
Reference: Assistance Work in the Legal and Kindred Group, GS-0900 (8/01); (Claims Assistance and Examining)						
Series and Title Determination: This is a new position. The position is properly classified as a Claims Assistant, GS-998-5.						
CONCUR		DATE	EVALUATED BY  GENE L. FERRELL	DATE 8/28/08		
TITLE AND/OR ORGANIZATIONAL LOCATION			TITLE Lead Human Resources Specialist			