

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. AGENCY POSITION NO.
2658A

2. REASON FOR SUBMISSION REDESCRIPTION <input type="checkbox"/> NEW REESTABLISHMENT <input type="checkbox"/> OTHER EXPLANATION (Show any positions replaced)	3. SERVICE <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	4. EMPLOYING OFFICE LOCATION VAMC	5. DUTY STATION Phoenix, AZ	6. OPM CERTIFICATION NO.
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 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. 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"/> 3 - CRITICAL SENSITIVE <input type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE		
13. COMPETITIVE LEVEL CO				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	Program Support Assistant	GS	0303	06	SC	12/1/08
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Program Support Assistant	GS	303	06		

16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)
Insurance Coordinator

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
Veterans Health Administration

D. FOURTH SUBDIVISION
Medical Cost Care Recovery

B. SECOND SUBDIVISION
Phoenix VA Health Care System

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. TYPED NAME TITLE OF IMMEDIATE SUPERVISOR
Marjorie K. Oyler, Chief, MCCR

B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)
Linette L. Baker, Asst Chief, HAS

SIGNATURE: *Marjorie K. Oyler* DATE: 11/24/08

SIGNATURE: *Linette L. Baker* DATE: 11/13/08

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/GRAING POSITION
GS for MISC Clerical + Asst., GS-0303, 1179
GS for clerical + Asst Grade: 6189

TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION
Stephanie Coomer, HR Specialist

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.

SIGNATURE: *Stephanie Coomer* DATE: 12/1/08

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

24. REMARKS
updates PD with minor changes.

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

**Program Support Assistant
GS-303-6
Medical Cost Care Recovery (MCCR) Program**

**Program Support Assistant/Insurance Coordinator
GS-303-06**

1. MAJOR DUTIES AND RESPONSIBILITIES

Incumbent processes and controls insurance information regarding admissions and pre-admissions. Reviews all second and third notice reimbursable insurance billings for follow-up with the insurance companies. Responsible for assembling monthly reports and tracking and trending data to assure that payments from companies are not delayed.

Monitors all letters received from insurance companies for which payment has not been made to ensure the ability to collect on Third Party cases is maximized. In the case of a denial letter, determines the appropriateness of the denial. Categorizes the letters by reason for denial and distributes to appropriate personnel for response.

Assists the Utilization Review Nurse in conducting initial, focused, concurrent or retrospective reviews as necessary. Functions as backup to the Utilization Review Nurse in his/her absence certifying upcoming admissions.

Reviews all admissions to the medical center for patients with reimbursable health insurance. Uses DHPC options to generate a list of daily admissions of those patients with insurance and reviews for initial certification of the admission with the insurance company. Incumbent may be required to contact patients at home (if not yet admitted) or on the ward if further information is needed.

Generates patient tracking sheets for all admissions with insurance for the billing clerks and utilization review nurse. These are to be reviewed twice daily.

Incumbent reviews, analyzes and replies to inquiries from insurance companies concerning third party questions.

Performs other related duties as assigned.

2. KNOWLEDGE REQUIRED OF THE POSITION

Must have a thorough knowledge of pertinent laws, VA regulations, manual guidelines and local policies and procedures as they relate to health insurance issues, including the ability to interpret provisions of individual insurance policies and group plans, billing procedures, and auditing of inpatient and outpatient rates by rate schedules.

Must possess comprehensive knowledge of medical, legal and insurance terminology.

Incumbent must be familiar with medical records and DHCP programs to effectively utilize these as source documents to obtain information as required by the insurance companies.

Must display tact, diplomacy and good judgment in communication with attorneys, physicians and representatives of insurance companies.

Must be able to organize a system of information management to use for reference and retrieval of data for the program.

Knowledge of all aspects of the Freedom of Information and Privacy Acts as they pertain to the Third Party Insurance Program, especially concerning alcohol and drug abuse, sickle cell anemia and Human Immunodeficiency Virus (HIV).

Knowledge of computer terminology and programs is desired. Must be able to relate to them as they apply to insurance verification.

Knowledge of grammar, spelling, punctuation, composition and standard formatting are essential to respond to correspondence received in connection with billing and collection activities.

3. SUPERVISORY CONTROLS

Supervision is received from the Supervisor, Accounts Receivables with overall supervision from Chief, MCCR. Incumbent works independently and consults the supervisor only on the most complex problems. Work is reviewed periodically by the supervisor to ensure it complies with established standards. VA regulations, manuals and other VA resources are utilized as guidelines to meet requirements.

4. GUIDELINES

Activities conform to instructions given by the Supervisor, Accounts Receivable and the Chief, MCCR and written guidelines, VA regulations; manuals and interim issued established for the operation of the various MCCR programs. Employee must be alert to insurance company requirements for payment of claims. Uses independent judgment in selecting and applying the appropriate VA regulation and/or guideline to meet the situation or request.

5. COMPLEXITY

Incumbent has extensive contacts with individual insurance companies regarding admissions and collection of claims. Work routinely presents unique situations which must be resolved either by written guidelines or conference with superiors. Thorough analysis must be accomplished before a claim may be cancelled.

Incumbent is responsible for initial action on all admissions to the facility. Determines whether the admission is referred to the utilization review function or directly to billing. Any error in this determination may result in penalties imposed by the insurance company for lack of precertification.

6. SCOPE AND EFFECT

This position ensures the appropriate coordination of insurance benefits on all inpatient admissions and outpatient visits for maximum reimbursement. As monetary goals are established for the facility, compliance with all VA regulations, Public Laws, hospital policies, etc is essential to attain these goals.

7. PERSONAL CONTACTS

Contacts in person and by telephone which include insurance company representatives, veterans, attorneys and other employees.

8. PURPOSE OF CONTACTS

Contacts are to obtain and provide information in order to assure compliance with insurance company guidelines for certification of admissions and collections.

9. PHYSICAL DEMANDS

Work is mostly sedentary. Some walking is required to interview patients on the wards, pick up records from the admitting area, etc.

10. WORK ENVIRONMENT

Work is performed in an office setting, which is adequately lighted, and climate controlled.

OTHER SIGNIFICANT FACTS

CUSTOMER SERVICE

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealings with the customer constructively and appropriately.

ADP SECURITY

Protects printed and electronic files containing sensitive data and information in accordance with the Privacy Act and other applicable laws, federal regulations, VA status and policy. Protects the data from unauthorized release or from loss, alteration or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set in the computer access agreement that the employees signs.



POSITION REPORT

NATURE OF PROPOSED ACTION

Establish

POSITION NO.

2658

EXISTING

CLASSIFICATION TITLE

SCHED.

SER ES

GRADE

ORGANIZATIONAL TITLE

NO. POSITIONS

NAME OF EMPLOYEE

SECOND ORGANIZATIONAL SUBDIVISION

STATION AND LOCATION

THIRD ORGANIZATIONAL SUBDIVISION

FIRST ORGANIZATIONAL SUBDIVISION

FOURTH ORGANIZATIONAL SUBDIVISION

PROPOSED

PROPOSED CLASSIFICATION TITLE

SCHED.

SERIES

GRADE

Program Assistance

GS

303

06

PROPOSED ORGANIZATIONAL TITLE

NO. POSITIONS

Insurance Coordinator

1

EVALUATION SUMMARY

CLASSIFICATION TITLE

SCHED.

SERIES

GRADE

Program Assistant

GS

303

06

ANALYSIS AND EVALUATION (Use additional blank sheets if more space is required.)

STANDARDS USED: PCS for Misc. Clerk & Assistant Series, GS-303, 01/79. GLG for Clerical & Assistance Work, 06/89; PCS for Claims Clerical, GS-998, 06/66.

DISCUSSION: This position is being established to expedite processing and controlling of insurance billing in the MCCR section of Med. Admin. Svc. The duties of this position involve a variety of duties some of which require the incumbent to be familiar with DVA regulations, medical records, medico-legal terminology, and insurance policies. In addition the incumbent must be able to analyze documents and determine responsibility for reimbursement and the methods required to obtain that reimbursement. The employee does pre-certification procedures for future admissions and post-stay follow-up in cases of non-payment to determine reason for non-payment. The incumbent also assists the Utilization Review Nurse in reviews when necessary.

GRADE EVALUATION: Claims Clerical GS-998 - The duties of this position call for a higher degree of judgement than that found at the GS-5 level, and must possess knowledge of a broader range of regulations and laws than described at the GS-5. GLG for Clerical and Assistance Work - The incumbent will be expected to identify problems and seek appropriate solutions within the scope of laws and regulations involved. The employee must have the knowledge to recognize the problem and to communicate the dimensions of that problem either orally or in writing. At times the employee will be expected to assist a professional specialist and to function as a back-up to that position. The incumbent will have the responsibility for organizing a system of data management to be used in

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Martin H. Lieberman

DATE

3/18/93

EVALUATED BY

Sharon A. Nielson

DATE

3/18/93

TITLE AND OR ORGANIZATIONAL LOCATION

*Martin H. Lieberman
Ass't. Chief, Personnel Service*

TITLE

*Sharon A. Nielson
Classification Specialist*

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responsibility for organizing a system of data management to be used in coordinating work efforts in the MCCR program. These assignments and responsibilities exceed the GS-5 level but are not as complex as at the GS-7 level where the focus is often broader and consists of a variety of functions.

CONCLUSION: This position is properly classified as Program Assistant, GS-303-06.

Reviewed 4/19/99 no change RW



STATION NUMBER/ORGANIZATION Carl T. Hayden VA Medical Center		
SUBJECT NAME (Optional)	POSITION TITLE/GRADE Program Support Assistant, GS-0303-06	POSITION DESCRIPTION NUMBER (PD #) 2658A

NOTE: Each position within VA requires a designation of its risk or sensitivity level as described in VA Directive and VA Handbook 0710. Guidance for making such position risk and sensitivity designations is contained in VA Handbook 0710, Appendix A with Tables, and in 5 CFR sections 732.102 and 732.201.

STEP 1 - PROGRAM RISK LEVEL DESIGNATION (See VA Handbook 0710, Appendix A, Paragraph 2, and Table 1)

A. IMPACT ON EFFICIENCY OF SERVICE <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED	B. SCOPE OF OPERATIONS: <input type="checkbox"/> WORLDWIDE <input type="checkbox"/> GOVERNMENTWIDE <input type="checkbox"/> MULTI-AGENCY <input checked="" type="checkbox"/> AGENCY	C. PROGRAM RISK LEVEL <input type="checkbox"/> MAJOR <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> MODERATE <input checked="" type="checkbox"/> LIMITED
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STEP 2 - POSITION RISK POINTS See VA Handbook 0710, Appendix A, Paragraph 3; and Table 2	STEP 3 - POSITION SENSITIVITY LEVEL National Security Classified Information
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LINE NO.	RISK FACTOR	RISK POINTS	NOTE: All positions must be evaluated for National Security considerations. Sensitivity levels do not replace risk levels, but are an addition to risk levels if applicable. See VA Directive 0710, paragraph 4, VA Handbook 0710, paragraph 2b; VA Handbook 0710, paragraph 4, VA Handbook 0710, Appendix A, paragraph 9 and 11; and 5 CFR Section 732.102.
1.	Degree of Public Trust	1	SENSITIVITY LEVEL <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE STEP 4 - RECOMMENDED ADJUSTMENT TO RISK LEVEL BY INFORMATION SECURITY OFFICER NOTE: All positions are reviewed by Information Security Officer for access to VA information systems. <input type="checkbox"/> CONCUR WITH RISK LEVEL (See STEP 2) <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK
2.	Fiduciary Responsibility	1	
3.	Importance to Program	1	
4.	Program Authority	1	
5.	Supervision Received	1	
6.	Total Risk Points (Sum of Lines 1-5) ▶	5	

RISK LEVEL AS DETERMINED BY TOTAL RISK POINTS <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK/NONSENSITIVE	JUSTIFICATION SIGNATURE OF INFORMATION SECURITY OFFICER _____ DATE (MM/DD/YYYY) _____
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STEP 5 - ADJUSTMENTS TO POSITION RISK LEVEL

NOTE: Some positions, by the very nature of the duties and responsibilities, will require adjustments to risk level designations. See VA Handbook 0710, Appendix A, paragraph 5, Adjustments. Additionally, some positions may temporarily require access to sensitive national security classified information. Such access will factor into the adjustment of the position sensitivity designation. See VA Handbook 0710, Appendix A, paragraph 11.

Risk Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE RISK LEVEL TO: <input type="checkbox"/> MODERATE RISK <input type="checkbox"/> HIGH RISK	Sensitivity Level: <input checked="" type="checkbox"/> NO ADJUSTMENT <input type="checkbox"/> INCREASE SENSITIVITY LEVEL TO: <input type="checkbox"/> NONCRITICAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> SPECIAL SENSITIVE
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STEP 6 - FINAL POSITION RISK/SENSITIVITY LEVEL DESIGNATION

FINAL POSITION RISK LEVEL <input type="checkbox"/> HIGH RISK <input type="checkbox"/> MODERATE RISK <input checked="" type="checkbox"/> LOW RISK	FINAL SENSITIVITY LEVEL DESIGNATION <input type="checkbox"/> SPECIAL SENSITIVE <input type="checkbox"/> CRITICAL SENSITIVE <input type="checkbox"/> NON-CRITICAL SENSITIVE <input checked="" type="checkbox"/> NONSENSITIVE
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SIGNATURE AND TITLE OF FINAL RISK/SENSITIVITY LEVEL DESIGNATOR 	DATE (MM/DD/YYYY) 08/25/06
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