

**PART-TIME
HEALTHCARE REVIEW SPECIALIST**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Performs a variety of routine and complex administrative, technical and professional work in the Indigent Health Care Office; to perform comprehensive claims processing activities; to assist and inform the public in person or on the telephone on departmental policies and procedures, all while maintaining a very high degree of confidentiality.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the County Manager and/or his or her designee.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS—*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Perform receptionist duties; answer telephone and assist the general public and providers by responding to inquiries and concerns on health services claims; provide information on Department policies and procedures as required.
2. Perform a variety of routine duties such as make appointments, create and maintain forms needed on a daily basis; mail out applications; create files for claimants as applications are received; file claims when process is complete.
3. Process comprehensive health services claims submitted to the Indigent Fund from a wide variety of providers; develop correspondence and process applications of claims from medical providers.
4. Audits medical bills for amounts in excess of established threshold, comparing itemized charges against medical records to ensure charges reflect services administered.
5. Confers with representatives of other governmental or private human services agencies or health care professionals to coordinate referral of program clients for needed services (specialty doctors)
6. Receives and investigates complaints and inquiries pertaining to clients, providers, etc., conferring with parties involved and reviewing available documentation, and preparing verbal and/or written responses and recommendations, as appropriate.
7. Verify data and resources declared by recipient of income and residency; gather data from a

variety of sources including public agencies in order to provide detailed data to backup eligibility decisions; prepare data for claims appeals; perform field investigations as required.

8. Enter claimant information into a computer data base; input, delete, and retrieve data; maintain file storage; ensure accuracy of data.
9. Maintain records and develop reports concerning programs and program effectiveness; maintain records for health services claims; maintain and file comprehensive reports; perform records maintenance activities.
10. Monitor program compliance with laws, rules and regulations related to provision of health services claims and related services. Maintain awareness of new developments in the field of health services claims.
11. Generate the necessary reports as needed for presentation to the County Manager and Board of County Commissioners.
12. Perform related duties and responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and computer equipment/software

Basic interviewing techniques

Basic principles and procedures of filing and daily file maintenance

Basic operations, services and activities of a health services claims program

Research and analysis techniques utilized in processing health services claims

Recent developments, current literature and information related to health services claims.

Pertinent Federal, State, and local laws, codes and safety regulations

Knowledge of basic medical terminology helpful

Ability to:

Learn to correctly interpret and apply Department policies and procedures

Perform clerical work including compiling information for reports and maintaining files

Type and enter computer data at a speed necessary for successful job performance

Operate standard office machines, including a computer

Perform the full range of health services claims processing

Understand and follow oral and written instructions

Research and analyze data in processing health services claims

Interpret and explain County policies and procedures

Communicate clearly and concisely, both orally and in writing

Make arithmetic computations

Interpret and apply the guidelines and procedures necessary to process claims for health care services rendered to eligible recipients

Interview effectively and communicate with others from diverse socio-economic backgrounds, in stressful situations

Establish and maintain effective working relationships with those contacted in the course of work

including the general public

Maintain mental capacity which allows for effective interaction and communication with others

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

Walking, standing or sitting for extended periods of time

Operating assigned equipment

Maintain effective audio-visual discrimination and perception needed for:

Making observations

Communicating with others

Reading and writing

Operating assigned equipment

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible clerical experience.

Knowledge of health claims processing, interviewing clients and public assistance programs is preferred.

Training:

Equivalent to the completion of the twelfth grade

WORKING CONDITIONS

Environmental Conditions:

Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports; may come in contact with claimants who have a wide variety of illnesses.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time; may be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.