

**CLAIMS SPECIALIST III****NATURE OF WORK IN THIS CLASS:**

This is complex technical work involving the accuracy and appropriateness of medical claims payments for the Department of Public Health and Social Services and the Guam Memorial Hospital Authority.

Employees in this class perform a full range of complex technical duties including independent work in specialized areas of the profession and serves as team or group leader over less experience technical staff.

**ILLUSTRATIVE EXAMPLES OF WORK:** (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Computes recipient's medical benefits; reviews and evaluates information about medical services rendered to assist in the determination of the extent of entitlement in accordance with agency policies and standards; notifies clients' medical service providers of agency decisions.

Reviews and prepares medical claims for adjustments of overpayments and underpayments to providers.

Plans, organizes, leads, and reviews subordinate workers in processing of medical claims.

Refers possible fraud and abuse cases for investigation; reports on progress and problems related to claim processing.

Discusses and resolves difficult claims processing problems with unit supervisor.

Maintains and controls statistical data for the unit.

Accepts complaints from both program eligibles and service providers and resolves such problems equitably.

Represents the agency in meetings related to health care financing programs.

Performs related duties as required.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of local and federal medical assistance programs.

Knowledge of medical terminology and concepts of common medical practices and procedures.

Knowledge of modern office procedures, practices and methods.

Ability to lead the work of others.

Ability to make decisions according to program policies and guidelines.

Ability to interpret and apply agency program policies and procedures.

Ability to make arithmetic computations.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

**MINIMUM EXPERIENCE AND TRAINING:**

- A) Two years of experience as a Claims Specialist II or equivalent work;
- or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

**ESTABLISHED: JUNE 1990**

**AMENDED: SEPT 1994**

**TOTAL POINTS: 203**

**PAY GRADE: I**

  
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**ELOY P. HARA**  
**Executive Director**  
**Civil Service Commission**