

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

This is moderately complex technical work involving the processing of medical claims for health care financing programs of the Department of Public Health and Social Services and the Guam Memorial Hospital Authority.

Employees in this class perform moderately complex medical claims financing operations independently, on an ongoing basis, and participates in a full range of complex technical duties under close supervision.

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.)

Determines type and level of care provided to in-patients by referring to diagnosis, age, room number, utilization review documents.

Performs first level medical review to analyze the appropriateness and necessity of services for simple laboratory, pharmacy, physician and out-patient claims.

Codes complex diseases/ conditions using the International Code of Diseases Manual.

Analyzes rejections and denials received from third-party payor to ensure appropriate steps are taken to expedite claims processing. Forwards all denials to the Medical Records Department for review and possible charge recovery.

Prepares medical claims for direct payment.

Computerizes and manual processes complex medical claims.

Explains billing procedures and makes prompt payment reconciliations with service providers as necessary.

Updates claims that have been suspended on batch processing and makes decisions on which to return, deny or adjust problem claims.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of local and federal medical assistance rules and regulations.

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

Ability to apply office practices and procedures.

Ability to interpret complex policies and procedures.

Ability to grasp, analyze and evaluate complicated problems in claims processing.

Ability to perform arithmetic computations with accuracy.

Ability to handle individuals with negative attitudes and actions in manner helpful to the client and agency.

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) One year of experience as Claims Specialist I or equivalent work;

or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: JUNE 1990

AMENDED: SEPTEMBER 1994

TOTAL POINTS: 169

PAY GRADE: H



ELOY P. HARA
Executive Director
Civil Service Commission