

Eddie Baza Calvo Governor Ray Tenorio Lieutenant Governor

# Government of Guam Department of Administration Human Resources Division

## **Job Announcement**



Director
Vincent P. Arriola
Deputy Director

## **OPEN COMPETITIVE EXAMINATION**

To establish a list for the position of

## **CLAIMS PROCESSING AND UTILIZATION REVIEW OFFICER**

Announcement Number: DOA 102-17 Open: March 24, 2017

Continuous

Pay Grade: OPEN: M -01; \$40,762 P/A - M-10; \$55,958 P/A

PROMOTION: M -01; \$40,762 P/A - M-18; \$71,844 P/A

The Government of Guam may offer competitive benefit packages, which includes retirement (Defined Contribution Plan 401 and 457), health insurance plans, cafeteria plan, an Employee Assistance Program, annual and sick leave, paid holidays and life insurance. For additional information regarding the Government of Guam Retirement, please visit <a href="www.prf.com">www.prf.com</a>. For other inquires please visit Department of Administration website <a href="www.hr.doa.guam.gov">www.hr.doa.guam.gov</a>.

#### **Who Can Apply**

Open to all government of Guam employees and the public.

#### **Qualification Requirements**

Four (4) years of experience in the field of hospital or medical care administration or closely related field; and graduation from a recognized college or university with a Bachelor's degree in public health or related field; or

Any equivalent combination of experience and training, beyond the Bachelor's degree, which provides the minimum knowledge, abilities, and skills.

#### Nature of work

This is responsible professional work involved in the planning, developing and implementing the utilization control of medical services claims under the health care financing programs of the Department of Public Health and Social Services. Employees in this class supervise and perform the full range of complex professional duties in the specialized functional program areas of the profession.

#### **Illustrative Examples of Work**

Judges appropriateness and necessity of services provided by medical service providers based on acceptable medical practices and federal/local guidelines. Supervises claims processing/utilization review section, guiding subordinates in review and processing of claims. Conducts on-site utilization reviews of all clients of the department's health care financing programs to ensure that quality care is provided and that services are not unnecessarily overutilized. Plans, develops and maintains utilization control review procedures consistent with federal and local regulations. Establishes parameters, criteria and standards of utilization review reports designed to monitor recipient and provider utilization of services and to detect fraud and abuse by both recipients and providers. Performs prepayment and post-payment utilization review of claims. Conducts medical chart review against claims to verify accuracy, quality, necessity and appropriateness of services rendered. Analyzes utilization review reports and compares them with data gathered from on-site reviews, claims history files, and other sources to establish recipient and provider utilization profiles. Counsels and warns recipients found to be overutilizing services; refers and coordinates fraud and abuse cases with investigation and legal agencies. Reviews requests for prior authorizations for selected services; determines appropriateness and amount of services to be provided and makes final decisions on requests. Orientates providers of policies and procedures of the health care financing programs; conducts provider workshops on an annual basis. Researches questions and complaints from both recipients and providers regarding payment of claims and procedures of the programs. Coordinates off-island medical care referrals for eligible recipients. Plans computer system development with appropriate personnel in order to achieve accurate claims processing results, detect fraud and abuse, and ensures compliance with federal and local regulations. Monitors the activities of the Guam Memorial Hospital's Utilization Review Committee pertinent to health care financing programs; recommends changes in policies and procedures on the basis of utilization review findings. Coordinates the Medical Review Team survey of appropriate level of care and length of stay for all potential Skilled Nurses Facility patients. Prepares statistical and other reports on the activities of the claims processing and utilization review section. Performs related duties as required.

## Knowledge, Abilities & Skills

Knowledge of the principles, practices, methodologies and theories of professional medical practices and applicable techniques thereof which will assure quality patient care. Knowledge of the principles of medical care and practices. Knowledge of medical technology and record keeping. Ability to plan and coordinate utilization control programs and activities for medical assistance clients. Ability to interpret and apply federal and local laws, regulations and program guidelines in providing public medical assistance to clients. Ability to analyze and evaluate medical service records and billings. Ability to supervise the work of others. Ability to work effectively with employees and the public. Ability to communicate effectively, orally and in writing. Ability to maintain records and prepare reports.

### **Minimum Educational Requirements**

All new employees (meaning not a current government of Guam employee to include reemployment/re-appointment eligibles), shall be required to have a high school diploma or equivalent as allowed by Public Law 29-113 when applying for a position, with the exception of those positions listed on the list approved by the DOA Human Resource Manager.

## CLAIMS PROCESSING AND UTILIZATION REVIEW OFFICER

### **Documentation Requirements**

Applicants claiming educational accomplishments are required to submit official or verified copies of transcripts or diplomas. The diploma, degree, or credits required must come from an educational institution that is accredited or recognized by either its government or a government recognized accrediting agency. This applies to all new employment after October 1, 2008 pursuant to Public Law 29-113. If you wish to claim for any preference points, please read the employment application General Instruction page for additional information. If you have any questions, please contact the Recruitment Branch at 475-1141/1128/1174

#### **Suitability Determination Form**

Your employment application will not be deemed completed unless the Suitability Determination Form is completely filled out, signed and dated. If it is not complete or missing from your application, your application for this position will be rejected. Please pay particular attention to question #2. If you answer "yes", you must attach your police clearance that is no older than one (1) month from the date of submitting you application. In addition, please resubmit an updated Suitability form if anything occurred that warrants updating your responses on your Suitability Form after you have submitted your application.

#### Prohibition Pursuant to P.L. 28-98

No person convicted of a sex offense under the provision of chapter 25 of Title 9 GCA, or an offense as defined in Article 2 of Chapter 28, Title 9 GCA in Guam, or an offense in any jurisdiction which includes, at a minimum, all of the elements of said offenses, or who is listed on the Sex Offender Registry shall work in any agency or instrumentality of the government of

#### **Examination Requirements**

Written test not required. Applicants will be rated on a scale between 70.00 and 100.00 percent on the basis of their training, education and experience in relation to the requirements of the position.

#### **Interviewing Procedures**

A personal interview or interview by telephone (if off-island) will be held by the appointing authority or his designee for all eligibles referred via certification.

#### **Employment Medical Examination**

All applicants accepting employment must undergo a medical examination and be declared by the physician as capable of performing the duties of the position being hired for.

#### Work Eligibility

When offered a position, you will be required to provide proof of identity and eligibility for employment in the United States as condition of employment.

#### **Drug Screening**

Applicants selected for and offered employment with the Government of Guam shall undergo and pass a mandatory drug test before being employed. This also applies to employees selected for Test Designated Positions (TDP), failure to submit or pass such drug test shall be grounds for rescinding the offer of appointment.

#### **Police & Court Clearances Requirements**

If selected for this position, your selection will be conditional pending submission of a recent police and court clearance, and taking and passing a drug test (see Drug Screening section of the announcement). The hiring department will mail a letter to you explaining these requirements. You will have five (5) business days from the postmarked date of your letter to submit police and court clearances that are no older than one (1) month from the date of you letter. The cost of the clearances is your responsibility. If you have already submitted clearances with your employment application, you will not be required to resubmit as long as they meet the date criteria above. If you do not have any conviction or conditions that would warrant rescinding the job offer, and pass the drug test you will be notified of your start date.

Submit job applications at the Department of Administration, Human Resources Division 2<sup>nd</sup> floor, ITC building, Tamuning, between the hours of 8:00 a.m. - 5:00 p.m., Monday through Friday. Individuals with disabilities who require special accommodation should contact this office prior to any scheduled examinations or interviews.

#### For More Information

Call or visit us at the Department of Administration, Human Resources Division at (671)475-1141/1128 or the Department of Labor, One Stop Career Center at (671) 475-6400. In addition, job announcements and job application forms are accessible to Department of Administration's website at www.hr.doa.guam.gov. Also, job applications can be downloaded from www.govguamdocs.com or email to doajobs@doa.guam.gov

> For: SHANE G. L. NGATA PERSONNEL SERVICES ADMINISTRATOR

**HUMAN RESOURCES DIVISION**