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**DEPARTMENT OF
ADMINISTRATION**
DIPATTAMENTON ATMENESTRASION
HUMAN RESOURCES DIVISION

(Dibision Inadilanto yan Guinaha Para Taotao)

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OPEN COMPETITIVE EXAMINATION

To establish a list for the position of
CLAIMS PROCESSING & UTILIZATION REVIEW OFFICER
Announcement Number: DOA 127-21

Open: June 25, 2021 Continuous

GENERAL PAY PLAN (GPP)

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 www.ggrf.com. For other inquires please visit Department of Administration website www.hr.doa.guam.gov

Application Submission

OUR OFFICE WILL BE ACCEPTING APPLICATIONS ELECTRONICALLY. EMPLOYMENT APPLICATION FORMS ARE ACCESSIBLE TO DOWNLOAD ON THE DEPARTMENT OF ADMINISTRATION'S WEBSITE AT WWW.HR.DOA.GUAM.GOV. PLEASE EMAIL YOUR APPLICATION(S) TO: DOAJOB@DOA.GUAM.GOV.

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 over utilized. 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 pre-payment 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 over utilizing 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, detects 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.

CLAIMS PROCESSING & UTILIZATION REVIEW OFFICER OPEN COMPETITIVE EXAMINATION

Minimum Educational Requirements

All new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, minimum requirement of high school diploma or a successful completion of General Education Development (GED) test or any equivalent of a general education high school program, apprenticeship program or successful completion of a certification program, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job, pursuant to Public Law 29-113.

Documentation Requirements

To validate credentials you may claim, (e.g., High School Diploma, College Transcript, DD-214, etc.), an original or certified copy of the document(s) must accompany each employment application you are applying for with your legal signature. Applicants shall be responsible to provide all required documents for each employment application submitted and failure to provide proof may result in disqualification. For more information, please contact the Recruitment Branch at 475-1141/1120/1174.

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 your 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 Guam.

Examination Requirements

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 your 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.

Where to Apply

Submit job applications at the Department of Administration, Human Resources Division 2nd 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. OUR OFFICE WILL BE ACCEPTING APPLICATIONS ELECTRONICALLY. PLEASE EMAIL YOUR EMPLOYMENT APPLICATIONS TO: doajobs@doa.guam.gov.**

For More Information

Call or visit us at the Department of Administration, Human Resources Division at (671)475-1141/1128. In addition, job announcements and employment application forms are accessible to download at Department of Administration's website at www.hr.doa.guam.gov. For further information, you may email doajobs@doa.guam.gov.



SHANE G.L. NGATA
PERSONNEL SERVICES ADMINISTRATOR
HUMAN RESOURCES DIVISION

WE ARE AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, DISABILITY, EXCEPT FOR POSITIONS REQUIRING BONA FIDE OCCUPATIONAL QUALIFICATION.