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

(Dibision Inadilanto yan Guinaha Para Taotao)

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LOURDES A. LEON GUERRERO
Governor (Maga'håga)

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Lt. Governor (Sigundo Maga'låhi)

OPEN COMPETITIVE EXAMINATION

To establish a list for the position of
CLAIMS SPECIALIST II
Announcement Number: DOA 141-22

Open: June 16, 2022 Continuous

GENERAL PAY PLAN (GPP)

OPEN: G-01; \$24,729 P/A –G-10; \$33,948 P/A
PROMOTION: G-01; \$24,729 P/A –G-18; \$43,585 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.garf.com. For other inquires please visit Department of Administration website www.hr.doa.guam.gov

Who Can Apply

Open to all government of Guam employees and the public.

Qualification Requirements

One (1) year of experience as Claims Specialist I or equivalent work; or

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

Nature of work

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

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 Disease Manual. Analyzes rejections and denials received from third-party payer 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 problems claims. Performs related duties as required.

Knowledge, Abilities & Skills

Knowledge of local and federal medical assistance rules and regulations. Knowledge of medical terminology and basic concept 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 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.

CLAIMS SPECIALIST II OPEN COMPETITIVE EXAMINATION

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 9:00 a.m. – 4:00 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.