

DEPARTMENT OF HEALTH AND HUMAN SERVICES



NAVAJO AREA
INDIAN HEALTH SERVICE

AMENDMENT

AMENDMENT

THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT

VACANCY ANNOUNCEMENT

GA-09-001

OPENING DATE

01-07-2009

CLOSING DATE

01-28-2009

POSITION

Contact Representative

LOCATION AND DUTY STATION

Contract Health Services Office
Gallup Indian Medical Center
Gallup, New Mexico

GRADE/SALARY

GS-0962-06 ~ \$34,300.00 per annum
GS-0962-07 ~ \$38,117.00 per annum
GS-0962-08 ~ \$42,214.00 per annum

NUMBER OF VACANCIES

One (1) (PCN: 202306)

<u>APPOINTMENT</u>	<u>WORK SCHEDULE</u>	<u>AREA OF CONSIDERATION</u>	<u>SUPERVISORY/MANAGERIAL</u>
<input checked="" type="checkbox"/> PERMANENT	<input checked="" type="checkbox"/> FULL TIME	<input checked="" type="checkbox"/> NAVAJO AREA WIDE	<input checked="" type="checkbox"/> NO

PROMOTION POTENTIAL

YES, PROMOTION POTENTIAL
TO GS-08

HOUSING

PRIVATE HOUSING ONLY NO EXPENSES PAID

TRAVEL/MOVING

AMENDS DUTIES TO READ... Explains and interprets Contract Health regulations and policies to health service providers and recipients as well as Indian Health Service personnel. Responsible for the verification and eligibility of Indian patients under CHS Regulation. Responsible for checking if Indian patients are eligible for alternate resources, i.e., Medicare, Medicaid, VA, Cripple Children's, private insurance, etc., which are available to the patient in order that the appropriate alternate resource is billed. Initiates medical authorizations to include hospitalizations and medical fees for eligible Native Americans. Investigates and analyzes controversial issues. Develops and implements CHS procedural guides, compiles and interprets various alternate resource references and guides. Maintains complete document control register for health services funds allotted, this requires accurate accountability of funds and a comprehensive knowledge of fiscal coding procedures. Monitors activities and records pertaining to the fiscal management of CHS. Identifies problem areas and recommends corrective action. Reconciles and balances the commitment register. Reviews incoming bills from providers to determine if authorizations have been issued. Any bills not covered are researched and action taken on them. Acts as liaison between the Contract Health Services Program and vendors. Assists contractors with problems regarding payment procedures. Maintains CHS program files, including letters of denial with all backup material for reason for denial, etc. Answers telephone and personal inquiries regarding payment, patients admitted to non-IHS facilities, outstanding charges, eligibility, etc. Answers technical correspondence, compiles information and prepared periodic and special reports. Medical confidentiality must be maintained and adhered to. At the GS-6 entry grade level, incumbent will function under closer supervisory control described at the full performance level above. Performs other related duties as assigned.

This position is covered under the Indian Child Protection Act and is hereby designated an authorized Child Care position subject to P.L. 101-630 and P.L. 101-647.

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YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY, AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.

QUALIFICATION REQUIREMENTS: To qualify for GS-06, candidates must have completed 52 weeks Specialized Experience equivalent to at least GS-05; To qualify for GS-07, candidates must have completed 52 weeks Specialized Experience equivalent to at least GS-06; To qualify for GS-08, candidates must have completed 52 weeks Specialized Experience equivalent to at least GS-07.

SPECIALIZED EXPERIENCE: This is defined as Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position. Examples of the type of specialized experience that will be credited are stated in the Duties section of this vacancy announcement.

OTHER SIGNIFICANT FACTORS: The Privacy Act of 1974 mandates that the incumbent maintain confidentially of all administrative, medical and personnel records and all other pertinent information that comes to his/her attention to knowledge. The Privacy Act carries civil and criminal penalties for unlawful disclosure of records; violations shall be cause for adverse action.

SUBSTITUTION FOR EDUCATION: GS-6 and above: Generally not applicable.

POSITIVE EDUCATION REQUIRED: No

LICENSURE REQUIRED: No

WHO MAY APPLY

Merit Promotion Plan (MPP) Candidates: Applications will be accepted from status eligible (e.g., reinstatement eligible and current permanent employees in the competitive Federal service) and from current permanent IHS employees in the Federal Service who are entitled to Indian Preference.

Excepted Service Examining Plan (ESEP) Candidates: Applications will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted Service employees and Competitive Service employees or Reinstatement eligible entitled to Indian Preference may also apply under the provision of the Indian Health Service Excepted Service Examining Plan (ESEP). These candidates **MUST** indicate on their application for Federal employment whether their application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan, or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, those with a 30% or more compensable service connected disability).

INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP).

If you are a displaced Federal employee you may be entitled to receive special priority consideration under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered displaced employees.

- A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
 - 1. Received a special RIF separation notice; or
 - 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
 - 3. Retired with a disability and whose disability annuity has been or is being terminated; or
 - 4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates retirement in lieu of RIF"; or
 - 5. Retired under the discontinued service retirement option; or
 - 6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area. OR
- B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.

- 2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
- 3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
- 4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
- 5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
- 6. Be rated well qualified by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

IMMUNIZATION REQUIREMENT: - All persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunizations will be provided free of charge. Special consideration may be allowed to individuals who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position that requires regular work at a Service Unit.

TIME-IN GRADE REQUIREMENTS: If selected under the Excepted Service Examining Plan, applicant may be appointed under Schedule A authority without regard to Time-In-Grade requirements. Candidates applying under the provisions of the Merit Promotion Plan for candidates for GS-6 must have completed 52 weeks of service at the GS-5 level and candidates for GS-7 must have completed 52 weeks of service at the GS-6 level; candidates for GS-8 must have completed 52 weeks of service at the GS-7 level by the closing date of the vacancy announcement.

LEGAL AND REGULATORY REQUIREMENTS: Proof of U.S. citizenship is required for appointment in the I.H.S. Candidates must meet time-after competitive appointment, time-in-grade, and qualification requirements by the closing date of the vacancy announcement.

*****NOTE***** Refer to Operating Manual Qualification Standards Handbook or the IHS Excepted Service Qualification Standards, Series GS-0962, for complete information. Substitution of education for experience will be made in accordance with those standards. For more information, contact your servicing Human Resources Office. **IF YOU ARE SUBSTITUTING EDUCATION FOR EXPERIENCE, YOU ARE REQUIRED TO PROVIDE EVIDENCE OF THE EDUCATION BY PROVIDING OFFICIAL TRANSCRIPTS.**

EVALUATION CRITERIA:

Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to this position. To receive full credit for your qualifications provide a narrative statement that fully describes all aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishments and degree of responsibility.

The KSA's in your narrative statement will be the principle basis for determining whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. Knowledge and understanding of the Third Party Reimbursement activities.
2. Ability to analyze data and draw appropriate conclusions.
3. Skill in interpersonal relations and conduct effective interviews.
4. Skill in the operation of computers and other office machines.
5. Ability to perform the technical aspects of the job.

SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS

HOW AND WHERE TO APPLY:

All applicants must submit the following to the Gallup Indian Medical Center, Division of Human Resources, 217 Marguerite Street, P.O. Box 1337, Gallup, NM 87305, by close of business (4:30 p.m.) on the closing date: January 28 2009. For more information contact: Susie Tom at (505) 722-1412. **Electronic or telefaxed Resumes or applications will not be accepted.**

- 1) OF-612, Optional Application for Federal Employment; or SF-171, Application for Federal Employment; or ****Resume or any other written application format**.** See **INFORMATION REQUIRED ON RESUMES AND OTHER APPLICATION FORMATS** outlined below.
- 2) OF-306, Declaration for Federal Employment and IHS Child Care Addendum (This is a covered position under Public Law 101-630, "Indian Child Protection and Family Violence Prevention Act."); both forms must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all information in your application. Responding "YES" to any one of these two questions can make you ineligible for employment in this position. **If you make a false statement in any part of your application, you may not be hired, you may be fired after you begin work; or you may be fined or jailed.**
- 3) A copy of an Official Bureau of Indian Affairs Preference Certificate, BIA 4432 Form, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA 4432 Form, but must state such documentation is contained in their Official Personnel Folder.

- 4) DD-214, Veterans' Preference Certification, if claiming Veterans' preference. In addition, if claiming 10-point preference, submit SF-15 to show proof of 10-pt preference. *Veterans' Preference is not applicable to current HHS permanent employees, federal employees with competitive status, or Reinstatement eligible;*
- 5) Copy of latest SF-50, Notification of Personnel Action, if current or a prior federal employee;
- 6) Latest Performance Appraisal, if a *current* federal employee;
- 7) Official College Transcript, to show proof of undergraduate or graduate education.
- 8) Supplemental Questionnaire (KSA) - failure to submit this narrative may adversely affect your ranking for this position.

****INFORMATION REQUIRED ON RESUMES AND OTHER APPLICATION FORMATS:** Resumes or other application formats **MUST** contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. Specifically, the information provided under #6 (High School), #7 (College and Universities) and #8 (Work Experience) would be used to evaluate your qualifications for this position. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.

1. Announcement Number, Title and Grade of the job for which you are applying;
2. Full Name, Mailing Address (with zip code) and Day and Evening Phone Numbers (with area code);
3. Social Security Number;
4. Country of Citizenship;
- 5) Highest Federal civilian grades held (give series and dates held);
6. *High School* - Name, City, State (zip code, if known), and date of Diploma or GED;
7. *College and Universities* - Name, City, State (zip code, if known), Major(s), Type and Year of Degree received (if no Degree, show Total Semester or Quarter Hours earned);
8. *Work Experience* (paid and non-paid) - Job Title, Employer's Name and Address, Supervisor's Name and Telephone Number; Description of Duties and Accomplishments, Starting and Ending Dates (Month/Year); Average hours worked per week; and Salary;
9. Indicate if we may contact your current Supervisor;
10. Description of job-related training courses, license or certification (current only), honors, awards, special accomplishments.

NOTE: THIS OFFICE WILL NOT SOLICIT FOR ADDITIONAL INFORMATION. Applicants who submit incomplete applications will be given credit only for the information he/she provided. Therefore, it is the responsibility of the applicant to submit a complete application packet by the closing date.

REASONABLE ACCOMMODATIONS: This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

VETERANS: Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after three (3) years or more of continuous active service may apply.

ADDITIONAL SELECTIONS: Additional or alternate selections may be made within 90 days from the date the certificate was issued if the position becomes vacant or to fill an identical additional position in the same geographic location.

INDIAN PREFERENCE: Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. Other than this, the IHS is an Equal Opportunity Employer.

SELECTIVE SERVICE CERTIFICATION: If you are male born after 12-31-59, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

EQUAL EMPLOYMENT OPPORTUNITY: SELECTION FOR POSITIONS WILL BE BASED SOLELY ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

151 Susie Tom
HUMAN RESOURCES CLEARANCE

Resigned January 12, 2009
January 12, 2009
DATE

EACH APPLICATION FORM AND DOCUMENT MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER - GA-09-001. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORM MUST BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR XEROX COPIES. THE APPLICATION AND ATTACHMENTS BECOME THE PROPERTY OF THIS HUMAN RESOURCES OFFICE AND WILL NOT BE RETURNED. ONLY MATERIAL SUBMITTED BY THE CLOSING DATE WILL BE CONSIDERED.

SUPPLEMENTAL QUESTIONNAIRE
Contact Representative, GS-0962-6/7/8

1. KNOWLEDGE AND UNDERSTANDING OF THE THIRD PARTY REIMBURSEMENT ACTIVITIES. This includes knowledge of regulations, policies, and procedures that pertains to alternate resources eligibility, financial coding, required forms that associated with the various health insurance programs. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

2. ABILITY TO ANALYZE DATA AND DRAW APPROPRIATE CONCLUSIONS. This includes the ability to compile, review, analyze and draw conclusions from data related to technical problems and implements moderate deviations in accordance to the instructions, hospital or Business Office policies and procedures. What in your background show you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

3. SKILL IN INTERPERSONAL RELATIONS AND CONDUCT EFFECTIVE INTERVIEWS. This includes the ability to establish working relationships by exercising tact, diplomacy and mature judgment in meeting and dealing with various employees within the hospital, local and state agencies, third party payers and Medicare and Medicaid. This includes the ability to conduct an effective interview, which will produce needed information. What in your background shows you possess this skill?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

4. KNOWLEDGE AND SKILL IN OPERATING OF COMPUTERS AND OTHER OFFICE MACHINES. The person must have a working knowledge and skill in operating computers; including various software, and Resource Patient Management System (RPMS). What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

5. ABILITY TO PERFORM THE TECHNICAL ASPECTS OF THE JOB. This includes the ability to interpret and apply Medicare and Medicaid laws, regulations and procedures; manage and have a working knowledge of all Third Party billing and reimbursement procedures and regulations in addition to Patient Eligibility determination. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

CERTIFICATION

I CERTIFY that all of the statement made in the above questionnaire are true, complete, and correct to the best of my knowledge and belief, and are made in good faith.

Signature of Applicant

Date