

DEPARTMENT OF HEALTH AND HUMAN SERVICES



NAVAJO AREA
INDIAN HEALTH SERVICE



VACANCY ANNOUNCEMENT
FD-09-57

OPENING DATE
May 6, 2009

CLOSING DATE
May 19, 2009

POSITION
MEDICAL SUPPORT ASSISTANT (OA)

LOCATION AND DUTY STATION
PHS INDIAN HOSPITAL, BUSINESS OFFICE/PATIENT
REGISTRATION, ADMISSIONS - ROTATING
FORT DEFIANCE, ARIZONA

GRADE/SALARY
GS-0679-06, \$34,300 - \$44,589 PER ANNUM

NUMBER OF VACANCIES
One (1) VACANCY, PCN: PR0659

APPOINTMENT

- PERMANENT
- TEMPORARY
- NTE: _____

WORK SCHEDULE

- **● FULL-TIME
- PART TIME
- INTERMITTENT

AREA OF CONSIDERATION

- COMMUTING AREA
- NAVAJO AREA WIDE
- IHS WIDE
- DHHS WIDE

**** INCUMBENT MAY BE REQUIRED TO WORK ROTATING SHIFTS, NIGHTS, WEEKENDS, AND/OR HOLIDAYS.**

SUPERVISORY/MANAGERIAL

- YES, MAY REQUIRE ONE YEAR PROBATION
- NO

PROMOTIONAL POTENTIAL

- YES, TO GRADE _____
- NO KNOWN POTENTIAL

HOUSING

- YES, GOVERNMENT HOUSING AVAILABLE
- PRIVATE HOUSING ONLY

TRAVEL/MOVING

- MAYBE PAID FOR ELIGIBLE EMPLOYEES
- NO EXPENSES PAID

DUTIES: The incumbent provides registration and eligibility services which are the key point of interaction with patients to obtain and process demographic and insurance information for alternate resources, contract health services and private/commercial insurance. Interviews patients and/or family member to obtain pertinent and accurate patient registration information e.g., demographic and alternate resource information. Determines the eligibility of patients seeking health care, who have not been treated at the facility, by obtaining the certificate of Indian Blood other, documentary proof of tribal membership, according to I.H.S. guidelines. Oversees the Admission, Discharge, and Transfer (ADT) functions for the Business Office. As such, responds to physicians, nurses, patients, their authorized representatives (s), and other third parties. Utilizes proper type of admission codes. Chart is checked and inpatient observation status is communicated to the Utilization Review department. Obtains admitting diagnosis from the charge nurse and/or physician. Abstracts the proper ICD-9, CPT-4 code (s) utilizing the physician's admitting diagnosis from inpatient charts. Transfers patients between units are communicated between admitting department and charge nurse. Discharge patients using discharge form with physician orders. Initiates census by running Admission & Discharge sheets from previous day admits. Clinical Record Brief are printed for each admits and screened for type of admissions. Initiate M-202 report to reconcile against the coded A-Sheet (ASR) to assure the calculation for discharge is accurate. Inpatient Statistic by service (ISSV) and Inpatient Statistic by ward (ISWD) are used for comparison to the M-202 before submission to Navajo Area Office. Oversees the Day Surgery function for the Business Office. Admits patients into the day surgery package. Obtains updated demographic information. Incumbent verifies

THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT 



alternate resources. Makes referrals to Patient Benefit Coordinators to determine eligibility for enrollment to alternate resources. Obtains required pre-certification; prior authorization. Obtains pre-certificate/prior approval for all admissions and day surgeries. Obtains third party coverage information by collecting and photocopying health insurance cards i.e., Medicare, AHCCCS, and Private Insurance. Verifies eligibility by contacting various organizations. Enters into and utilizes the electronic eligibility system. Interviews patient to obtain information to initiate a new health record and communicates to Medical Records to retrieve a retired/stored records. In the event of claim information discrepancy or denial; incumbent determines the source of discrepancy or reason for denial and implements corrective action as appropriate to ensure that the claims can be processed for payment. Performs other related duties as assigned.

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

POSITIVE EDUCATION REQUIRED: NO **LICENSURE REQUIRED:** NO

BASIC QUALIFICATIONS: Candidates must have had 52 weeks of specialized experience equivalent to at least the GS-05 grade level to qualify for the GS-06 grade level.

SPECIALIZED EXPERIENCE: Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been at least equivalent to the next lower grade level. Examples of the type of experience that will be credited are: providing registration and eligibility services. This experience would have to include such as interviewing patients, verifying insurance information, knowing the eligibility requirements of the IHS programs and other alternate resources like the third party billing, Medicare, Medicaid.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: Generally not applicable.

PROFICIENCY REQUIREMENTS: Applicants must present evident passing the typing proficiency from a school or other organizations authorized to issue such certification (40 WPM typing speed, WPM are based on a five minute sample with three or fewer errors). **TYPING PROFICIENCY MUST BE SUBMITTED WITH YOUR EMPLOYMENT APPLICATION.** Certificates of proficiency are acceptable for 3 years from date of issuance. Self-certification is not acceptable. **Please schedule an appointment for a Typing Test with HR Assistant at 928-729-8258.**

SELECTIVE PLACEMENT FACTOR: NONE.

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of specialized experience at the GS-05 level to qualify for the GS-06 grade level.

CONDITIONS OF EMPLOYMENT: Immunization requirements- All persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunization 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.

REASONABLE ACCOMMODATION: 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.

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-after-competitive appointment, time-in-grade, and qualification requirements by the closing date of the vacancy announcement.

NOTE: Refer to OPM Handbook Qualification Standards, Series GS-0679 for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information contact your Servicing Personnel Office. **IN ORDER TO OBTAIN EDUCATIONAL CREDIT, YOU ARE REQUIRED TO PROVIDE COLLEGE TRANSCRIPTS BY THE CLOSING DATE OF THIS ANNOUNCEMENT.**

WHO MAY APPLY:

Merit Promotion Plan (MPP) Candidates: Applications will be accepted from status eligibles (e.g., reinstatement eligibles and current permanent employees in the competitive Federal service) and from current permanent IHS employees in the Excepted 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 eligibles entitled to Indian Preference may also apply under the provisions of the Indian Health Service Examining Plan. These candidates MUST indicate on their resume or, application, whether their resume or 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 DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION. If you are currently a DHHS employee who has received a Reduction in Force (RIF) separation notice or a certificate of expected separation, you may be entitled to receive special priority consideration under the DHHS Career Transition Assistance Program (CTAP). To receive this priority consideration, you must:

1. Be a current DHHS career or career-conditional (tenure group I or II) or be a current IHS excepted appointment (with no time limit) tenure group II excepted/competitive service employee who has received a RIF separation notice or a Certificate of Excepted Separation (CES) and the date of the RIF separation has not passed and you still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application package.
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 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.
4. Be currently employed by DHHS 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. Meets the basic qualifications for the position, any documented selective factor, and physical requirements with any reasonable accommodations and are able to satisfactorily perform the duties of the position without undue interruption.

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 employees:
 - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
 1. Received a specific RIF separation notice; or
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies 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 community area.
 - OR
 - B. Former Military Reserve or National Guard Technician 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 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 factor, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.
-

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisal, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to the 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 accomplishment and degree of responsibility.

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

1. Ability to communicate.
2. Ability to interview.
3. Ability to advocate for patients.
4. Ability to maintain confidentiality of patient information.

(SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS).

NOTE: "Declaration for Federal Employment" (OF-306), AND Addendum to OF-306 (Child Care & Indian Child Care Worker Positions), 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 the 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.*

"DESIGNATION OF CHILD CARE POSITION UNDER PL 101-630 AND PL 101-647"

WHERE TO APPLY: Application and all required forms must be submitted to the following address:

Fort Defiance Indian Hospital
Human Resources Department
Post Office Box 649
Fort Defiance, AZ 86504

Mailed or hand carried applications must be received by 5:00 PM, MST, of the closing date of this announcement. It is **your** responsibility to ensure that your application packet is complete.

HOW TO APPLY/REQUIRED FORMS (Incomplete applications will not be considered.)

1. Applicants may use one of the following to apply: (1) OF-612, Optional Application for Federal Employment; or (2) Resume (*see below); or (3) Other written application format.
2. If claiming Indian Preference: **A copy** of an **Official Bureau of Indian Affairs "Verification of Indian Preference for Employment in BIA and IHS 4432"**, 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 Form 4432, but must state such documentation is contained in their Official Personnel Folder.
3. Completed **Declaration for Federal Employment (OF-306)** and **IHS Addendum to Declaration for Federal Employment.**
4. If claiming Veteran's Preference, copy of DD-214 Form, and SF-15 if claiming 10 point Veteran's Preference.
5. Copy of latest Personnel Action (SF-50), if a current or former federal employee, and or if requesting Reinstatement Eligibility.
6. Copy of Certificate of Typing Proficiency, is required.
7. Copy of official college transcripts.
8. Completed Selective Service Registration Form, if you are a male applicant born after December 31, 1959.
9. Copy of your most recent performance appraisal, if a current federal employee.
10. Copy of valid licensure and or certification, if required.
11. Written Responses to the Knowledge, Skills and Abilities (KSA). OPTIONAL-failure to submit may result in an ineligible rating or substantially lower score.

*** INFORMATION REQUIRED FOR 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 #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES) AND #10 (WORK EXPERIENCE) WILL 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 Codes).
3. Social Security Number.
4. Country of Citizenship.
5. Veteran's Preference Certificate: DD-214, indicating discharge and/or SF-15 if claiming 10-point preference. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles.
6. Copy of the latest SF-50, Notification of Personnel Action, if current or prior Federal employee.
7. Highest Federal civilian grade held (give series and dates held).
8. High School: Name, City, State (Zip Code if known) and date of Diploma or GED.
9. Colleges and Universities: Name, City, State (Zip Code if known), majors, type and year of any degrees received (if no degree, show total semester or quarter hours earned); preferably attach transcripts.
10. Work Experience (Paid and Non-Paid): Job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month/year), hours per week, and salary.
11. Indicate if we may contact your current supervisor.
12. Job related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION

WE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES.

FOR MORE INFORMATION CONTACT: Linda L DeWolfe, Human Resources Specialist, (928) 729-8255.

ADDITIONAL SELECTIONS: Additional or alternate selections may be made within 90 days of the date of the certificate 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. In other than the above, the IHS is an Equal Opportunity Employer.

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

SELECTIVE SERVICE CERTIFICATION: If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System. You must submit a copy of the Selective Service Registration to verify compliance.

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.

s/Linda L DeWolfe

May 5, 2009

HUMAN RESOURCES CLEARANCE

DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER FD-09-57. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS MUST BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS HUMAN RESOURCE OFFICE AND WILL NOT BE RETURNED.

Applications mailed using government postage or through an internal government mail system will not be considered.

SUPPLEMENTAL QUESTIONNAIRE
Medical Support Assistant (OA), GS-679-06

1. **ABILITY TO COMMUNICATE.** This is the ability to clearly and precisely explain, interpret and/or translate any and all pertinent information regarding health care issues, benefits, services to patients, families, hospital provider staff (doctors, nurses, other departments with in the hospital), and outside entities such as insurance companies, private hospitals/professional offices, etc. What in your background indicates you possess this ability?

What was the duration of these activities?

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

2. **ABILITY TO INTERVIEW.** This is the ability to interview patients to obtain pertinent patient registration data to determine eligibility for health care services, to update patient demographic information and to obtain third party information. What in your background indicates you possess this ability?

What was the duration of these activities?

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

3. **ABILITY TO ADVOCATE FOR PATIENTS.** This is the ability to advocate on behalf of patients so that they may receive health care resources for which they are or may be eligible for and/or advocate on their behalf when resources are denied and appealed. What in your background indicates you possess this ability?

What was the duration of these activities?

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

4. **ABILITY TO MAINTAIN CONFIDENTIALITY OF PATIENT INFORMATION.** This is the ability to recognize and maintain security of all confidential information and files. What in your background indicates 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

Date