



DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO REGION
INDIAN HEALTH SERVICE



Re-Advertised: To solicit for additional applicants.
Those who previously applied need not re-apply.

VACANCY ANNOUNCEMENT

FD-09-38A

OPENING DATE

May 1, 2009

CLOSING DATE

May 14, 2009

POSITION

MEDICAL SUPPORT ASSISTANT (OA)

LOCATION AND DUTY STATION

Fort Defiance Indian Hospital
Division of Administration and Management
Business Office - Patient Registration
Fort Defiance, Arizona

GRADE/SALARY

GS-0679-05: \$30,772 - \$40,005 PER ANNUM

NUMBER OF VACANCIES

ONE (1) Vacancy, PCN: PR0658

APPOINTMENT

PERMANENT

WORK SCHEDULE

FULL-TIME

AREA OF CONSIDERATION

COMMUTING AREA

SUPERVISORY/MANAGEMENT

NO

PROMOTION POTENTIAL

NO KNOWN POTENTIAL

HOUSING

PRIVATE HOUSING ONLY

TRAVEL/MOVING

NO EXPENSES PAID

DUTIES: Verifies all third party resources and workers compensation for all registrations (e.g. Medicare, Medicaid, Arizona Health Care Cost Containment Systems (AHCCCS), Department of Veterans Affairs (DVA), Third Party Liability, Bureau of Employment Compensations (BEC), Children's Special Health Services, Aid to Families with Dependent Children (AFDC), etc.). Works closely with the Patient Registration staff in screening for potential eligibles by assuring identification and utilization of all alternate resources available to the Indian population. Works with Social Services and other disciplines that may assist in developing registers of eligibles through their current activities related to determining the health status of the elderly. Maintains, key-enters, updates and verifies all alternate resource data necessary for patient registration and admission, and for accurate billing through the use of the RPMS Patient Registration System and electronic eligibility system. Utilizes electronic eligibility system for those third party resources with electronic verification capability. Performs telephone verification for third party resources that do not provide electronic eligibility query. Collects third party recipients health cards, obtain photocopies of the card and explains the program to the beneficiaries. For example, why Medicare, Medicaid/AHCCCS and/or private/commercial insurance will be billed for the services they received in the IHS facility. Determines the eligibility of patients seeking service. This will include inpatient, outpatient, emergency and after-hours patient and for all facility clinics. Assists in the registration process, as required. Establishes eligibility of potential Third Party Resources by working with the Patient Benefits Coordinator and/or AHCCCS Eligibility Worker, Billing, Accounts Receivable, etc. Writes to patient or insurer requesting copies of social security card, marriage license, and birth certificates on all dependent children. Sends necessary documents to insurance companies to enroll family members on policy. Places telephone calls to insurance companies for the insured to enroll dependents, such as newborns. Verifies that patient information related to third party beneficiaries and Medicare, Medicaid such as, insurance claim number, type of coverage, spelling of names, birth dates, and other demographic information are correct and corresponds to third party payment system and PRMS requirements. In the event of claim information discrepancy, determines source of discrepancy and implements corrective action as appropriate to ensure that the claim can be processed for payment.

QUALIFICATION REQUIREMENTS: Your description of work experience, level of responsibility, and accomplishments will be used to determine that you meet the following requirements.

POSITIVE EDUCATION REQUIRED: NO

LICENSURE REQUIRED: NO



THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT



BASIC QUALIFICATIONS: Candidates must have had 52 weeks of specialized experience equivalent to at least the GS-04 level to qualify for the GS-05 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 includes experience 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, and Medicaid.

SELECTIVE PLACEMENT FACTOR: None.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: Successfully completed education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite is creditable at grades GS-3 through GS-5. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. For GS-5 level positions, only education in excess of the first 60 semester hours (i.e., beyond the second year) is creditable toward meeting the specialized experience requirement. One full academic year of study (30 semester hours) beyond the second year is equivalent to 6 months of specialized experience.

PROFICIENCY REQUIREMENTS: TYPING PROFICIENCY CERTIFICATION MUST BE RECEIVED BY THE CLOSING DATE AS SHOWN ON THIS VACANCY ANNOUNCEMENT. Applicants must present evidence passing the typing proficiency requirement from a school or other organizations authorized to issue such certification (40 words per minute typing speed, WPM is based on a five minute sample with three or fewer errors). Certificates of proficiency are acceptable for 3 years from date of issuance. ***Self-certifications will not be accepted.*** To make an appointment for a typing test, please contact the FDIH Human Resources office at (928) 729-8258

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-04 level to qualify for the GS-05 grade level.

CONDITIONS OF EMPLOYMENT: IMMUNIZATION REQUIREMENT – All persons born after December 31, 1956 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 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.

Current IHS employees and those applicants eligible for reinstatement or transfer who do not indicate which procedures they are applying under will be considered under merit promotion only.

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 Reduction-in-Force (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 Technician who is 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 (See attached Supplemental Questionnaire for definitions):

1. ABILITY TO COMMUNICATE.
2. ABILITY TO INTERVIEW.
3. ABILITY TO ADVOCATE FOR PATIENTS.
4. ABILITY TO MAINTAIN SECURITY OF CONFIDENTIAL INFORMATION.

SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS.

The Declaration for Federal Employment (OF-306), AND the IHS Addendum to the OF-306 must both be completed and submitted with your 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 the two questions on the Addendum 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.***

This position is designated as a Child Care Position under Public Law 101-630 and Public Law 101-647.

HOW & WHERE TO APPLY: Applications must be RECEIVED by close of business, 5:00 p.m. MST, on the closing date of this announcement. All applicants must submit one of the following to the Fort Defiance Indian Hospital, Human Resources Branch, P.O. Box 649, Fort Defiance, Arizona 86504. For more information contact: Sarah V. Morgan, HR Specialist: at (928)729-8265

1. OF-612, Optional Application for Federal Employment; OR
2. **Resume; OR
3. **Any other written application format; PLUS Official Transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.

If the applicant claims Indian Preference, a copy of the **Verification of Indian Preference for Employment in the Bureau of Indian Affairs and Indian Health Service (BIA Form 4432)** form must be submitted with the application. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA Form 4432, but must state that such documentation is contained in their Official Personnel Folder (OPF).

****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-points. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles;
6. Copy of latest SF-50, Notification of Personnel Action, if current or prior 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 shows Total semester or Quarter Hours earned). (Attach Transcripts);

10. Work Experience (paid and nonpaid) – Job, title, duties and accomplishments, Employer's Name and Address, Supervisor's Name and phone number, starting and ending dates (month/year), hours/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.

NOTE: Applicants who do not submit the information requested above will be given credit only for the information they provide and may not, therefore, receive full credit for their Veteran's Preference determination, Education, Training and/or Experience.

THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION

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.

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/ Sarah V. Morgan

HUMAN RESOURCES CLEARANCE

April 30, 2009

DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER FD-09-38A. 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 BECOMES THE PROPERTY OF THIS HUMAN RESOURCES OFFICE AND WILL NOT BE RETURNED.

APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES WILL NOT BE CONSIDERED.

APPLICATIONS MAILED USING GOVERNMENT POSTAGE OR THROUGH AN INTERNAL GOVERNMENT MAIL SYSTEM WILL NOT BE CONSIDERED.

SUPPLEMENTAL QUESTIONNAIRE

MEDICAL SUPPORT ASSISTANT (OA), GS-0679-05

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 within the hospital), and outside entities such as insurance companies, private hospitals/professional offices. 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)

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 shows 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 may or may not be eligible for and/or advocate on their behalf when resources are denied and appealed. 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)

4. **ABILITY TO MAINTAIN SECURITY OF CONFIDENTIAL INFORMATION.** This is the ability to recognize and maintain security of all confidential patient information and files in accordance with the Privacy Act of 1974. 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 statements 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