



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Medical Billing Clerk	
Position Number(s)	Community	Division/Region(s)
47-4691	Inuvik	General Accounting/Beaufort-Delta

PURPOSE OF THE POSITION

The position is responsible to ensure all medical related billing emanating from the operations of the Inuvik Regional Hospital and the services provided by the nine physicians employed by the Northwest Territories Health and Social Services Authority (NTHSSA) are processed in a timely, efficient manner in accordance with policies, guidelines and defined practices.

In addition to the revenue capture purpose of the position the data categorized, quantified and submitted by the position to the Territorial Health Insured Services is utilized to ascertain resource needs and allocations including physician allotment.

SCOPE

The Authority administers health and social services to the approximately 7,500 residents of the Beaufort-Delta region in the Northwest Territories. The Authority directly and contractually employs over 300 staff who delivers these services in 8 communities across the vast geographic area of the region. The Authority provides and supports the delivery of services to adults and children on an inpatient, outpatient and outreach basis through the Inuvik Regional Hospital (the Hospital), a 47 inpatient bed accredited facility; seven community health centers; and fourteen other sites, including social services and dental therapy offices, a public health clinic, and various group homes. The annual operating budget for the Authority is in excess of \$50 million.

Reporting to the Manager of Finance, the nature of the work allows the position to work independently, scheduling their daily tasks and work methods while reporting progress

and/or problem issues beyond their scope to the Supervisor. The position is the primary contact person for both internal and external personnel, in regards to all aspects of medical billing.

The position is responsible for the submission of all claims and shadow billing to the Territorial Health insured Services (THIS) and other third party agencies including WCB, the federal government, insurance agencies and individuals. The position must work closely with other NTHSSA departments, to ensure claims are submitted accurately and in a timely manner.

The Medical Billing Clerk ensures the approximately \$1,300,000.00 of third party revenue and is received annually by the NTHSSA. The duties of this position are carried out in accordance with the WSSC Act, the HSSA Act, etc.

RESPONSIBILITIES

- 1. Prepares and submits Outpatient Service Reports (OSR) to THIS for both Territorial and third party billings to ensure that NTHSSA records correct revenue and statistical information on facility usage.**
 - Work with admissions staff to address errors made for patient registration to ensure the registration applies insurance coverage and that the correct insurance coverage is selected to ensure complete and accurate billing for THIS claims.
 - Submit claims to THIS office for payment.
 - Reconcile claims paid and deals with discrepancies to ensure that all patient visits are accounted.

- 2. Assigns physician fee codes and physician fees on OSR to ensure proper payment of claim submissions.**
 - Review OSR and ensure and/or assign physician procedure fee codes based on the insured Services Tariff. Ensure and/or assign diagnosis codes using correct ICD 9 coding. Add any additional procedures or services not recorded on OSR.
 - Review Clinic Day Sheets to ensure and/or assign accurate physician procedure fee codes based on the insured Services Tariff. Ensure and/or assign diagnosis codes using correct ICD 9 coding. Add any additional procedures or services not recorded on Clinic Day Sheets.
 - Enters all physician data into Medicare Module of NHIMS.
 - Reconciles claims submitted to claims paid and deals with discrepancies.

- 3. Assigns physician procedure fee codes based on the insured Services Tariff and diagnosis codes using correct ICD 9 coding on Hospital Admission form (HAS) for inpatient and Day Surgery discharges to ensure proper payment of claim submissions.**
 - Enters data in Medicare Module of NHIMS.
 - Reconciles claims submitted against claims paid and deals with discrepancies.

4. **Prepares and submits all third party related medical billing submissions to appropriate agencies to ensure that revenues due to the NTHSSA are billed and received with time periods specified by the appropriate guidelines.**
 - Claims submitted to the Territorial Health insured Services Health Care Plan and other third party agencies (WSSC/RCMP/DND/other provinces/etc.) are reconciled against Territorial Health insured Services Payment Runs and Medicare Payment Runs to ensure that the amount billed and the amount received are congruent.
 - Discrepancies are investigated and appropriate follow-up measures are instituted.
 - Claims are resubmitted as applicable to the appropriate agency.

5. **Coordinates with appropriate general accounting staff to ensure all medical billing receivables are captured in the general accounting system.**
 - Review all payments from third party sources and reconcile the payment to the billing.
 - Co-ordinate invoicing for Out of Country claims and claims for non-insured services.
 - Follow up on any payments not received to clarify reasons for short payment and resolve the issue.
 - Ensure that all payments and invoicing recorded in the finance system are accurate.
 - Maintain up to date fee schedule for insured and Non-insured Services to facilitate capturing payment for services.

6. **Assist and work with external financial auditors as directed and necessary to ensure all legislated requirements of the Authority are met and maintained.**
 - Explain the billing process to external auditors.
 - Maintain all documentation.

WORKING CONDITIONS

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual environmental conditions.

Sensory Demands

No unusual sensory demands.

Mental Demands

There are mental demands of dealing with time lines involved with the submission of billing information. There is an extremely high volume of activity for this sole position requiring the

incumbent to be extremely organized to ensure that the work is completed accurately and in a timely manner.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of computers and applications, including spreadsheets, accounting programs, communications programs, work processing, database applications and mainframe and/or on line systems.
- Knowledge and understanding of Financial Administration acts and policies, business processes and medical billing policies and practices for health related organizations.
- Knowledge of accounting theory including analysis and reconciliation processes.
- Knowledge of medical diagnosis and coding an asset.
- Strong computer skills and proficiency in software applications as listed above.
- Effective communication and interpersonal skills.
- Ability to work independently and as part of a finance team.
- Organization skills, time management skills, prioritizing skills.
- Ability and aptitude to deal with the public in a positive manner in sometimes stressful situations.

Typically, the above qualifications would be attained by:

Completion of a 2 year diploma program in Business Administration or Accounting or a diploma in Health information.

Certification in Medical Terminology

Previous finance/accounting/medical billing related and relevant experience (1 year).

Experience in a physician fee for service environment or health records environment would be an asset.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one)

- French required
- French preferred
- French not required