

BANNOCK COUNTY
CLASS SPECIFICATION

FISCAL SPECIALIST – INDIGENT SERVICES

Department: Indigent Services
FLSA Designation: Non-Exempt

Pay Grade: 5
Effective Date: 10/04, 8/09

Purpose of Class

Processes medical bills based on current Medicaid rates; performs recordkeeping duties to support the functions of Indigent Services; performs related work as required.

Primary Function

This is a clerical position with the principal function to provide accurate Medicaid pricing on approved Indigent Case claims and maintain financial status of Indigent Services related to indigent, pharmaceuticals and insurance clients. Duties may include bookkeeping, accounting, preparing correspondence or documents, entering data and maintaining logs, ledgers, and other documentation. Due to the changing requirements of Medicaid, an employee in this position must remain up to date on program requirements and proper processing of indigent cases. The work is performed under the supervision of the Indigent Services Director. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Calculates Medicaid pricing of medical services and processes bills received;
- Prepares cases for submittal to the Catastrophic Health Care Cost Program;
- Scans case files and boxes for distribution to archives;
- Prepares claims to generate payment of bills processed;
- Maintains files on insurance and prescription accounts;
- Receives and posts payment for reimbursement program;
- Prepares letters and other correspondence between clients, program administrators and other organizations and staff;
- Receives and distributes mail;
- Performs data entry of all claims;
- Opens, documents, maintains and closes case files;
- Requests and responds to information needed to complete cases;
- Maintains communication on status of cases with clients and other staff;
- Answers incoming phone calls, assisting, directing and providing referrals to other departments or staff as needed;
- Schedules client appointments;
- Researches and prepares reports, including the Annual Legislative Report;

- Operates standard office equipment such as computer, 10-key, copier, fax machine, and related equipment;
- Verifies pricing of medical services and processes bills received;
- Coordinates claim payments with medical and non-medical providers and prescription accounts;
- Maintains departmental records and expenditures subject to annual audit;
- Assists public with questions and helps resolve issues;
- Provides notary services;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Fills in for other staff as necessary;
- Processes, prepares and sends monthly statements;
- Prepares and balances bank deposit of reimbursement payments;
- Issues vouchers to qualified applicants;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Bannock County Indigent Program guidelines and EDS Pricing Program, including catastrophic processing;;
- Federal, state and community programs and resources;
- Operation of standard and specialized office equipment;
- Operation of a personal computer and job-related software;
- English grammar, spelling, punctuation, and composition;
- Medical terminology;
- Business math, accounting and bookkeeping techniques;
- Methods used for keeping fiscal accounts and records;
- Current office practices and procedures.

Ability to:

- Develop and prepare computerized forms, logs and other records;
- Learn and apply processing procedures for indigent services and medical claims;
- Remain current on changing program regulations as applied to essential job functions;
- Maintain confidentiality;
- Establish and maintain professional working relationships with other employees and clients, sometimes under extreme circumstances of stress or anger;
- Learn Department functions thoroughly to provide general information and explain detailed Department processes and procedures;
- Learn and explain regulatory compliance issues related to the Department's function;
- Maintain records efficiently and accurately and to prepare clear and concise reports;
- Research information and data and prepare reports;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;

- Perform duties accurately and efficiently under time sensitive deadlines;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Work well under pressure;
- Operate standard office equipment and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, elected and appointed officials and the public;
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency is required; specialized training or college courses related to accounting, bookkeeping, social sciences or a related field is preferred; and
- Three (3) years of experience in an office environment, preferably in an accounting or social services setting, is required; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Notary Public certification is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review and prepare documents and file them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient personal mobility, agility, strength, and physical reflexes, with or without reasonable accommodation, which permits the employee to work at a keyboard for an extended period of time and work in an office environment.