



NAVAJO AREA INDIAN HEALTH SERVICE

VACANCY ANNOUNCEMENT

FD-08-90

OPENING DATE

September 15, 2008

CLOSING DATE

September 26, 2008

POSITION

Medical Support Assistant (OA)

LOCATION AND DUTY STATION

Patient Registration – Day Shift
PHS Indian Hosp., Ft Defiance, AZ

GRADE/SALARY

GS-0679-05, \$29,726 - \$38,639 per annum

NUMBER OF VACANCY

One (1) Vacancy PCN: PR0649

APPOINTMENT: Permanent

WORK SCHEDULE: Full Time

AREA OF CONSIDERATION: Commuting Area

SUPERVISORY/MANAGERIAL: NO

PROMOTION POTENTIAL: NO KNOWN POTENTIAL

HOUSING: PRIVATE HOUSING ONLY

TRAVEL/MOVING: NO EXPENSES PAID

DUTIES: This position is a permanent day shift (7:30 am to 4:30 pm) located in the Patient Registration Section of the Business Office. Interviews patients and/or family member to obtain pertinent registration information such as 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 or other documentary proof of tribal membership, according to IHS guidelines. Obtains third party coverage information by collecting and photocopying health insurance cards, such as, Medicaid, AHCCCS and private insurance. Verifies all third party resources and workers' compensation. Verifies eligibility by contacting the Social Security Administration, Railroad Retirement Board, Income Support Division, Department of Economic Security, AHCCCS and private insurance companies. Upon obtaining the eligibility information for the patient, the incumbent ensures that the patient understands their fair entitlement in non-IHS/IHS facilities. Identifies patients with health insurances that are subject to prior approval to determine the extent of health care for both inpatient and outpatient services. Pre-certification or prior authorizations for care are obtained to enable the billing section to bill for health care services provided to Indian or non-Indian beneficiaries. Obtains all necessary signatures for file on required form for alternate resources and contract health services. Initiates prescreening for all patients with no alternate resources for potential eligibility under Medicaid, AHCCCS, Kids Care, Medicare, Long Term Care, etc. Works closely with the Benefits Coordinators in identifying all alternate resources available. Assists patients in the application process, or makes arrangements for patient and/or family member to complete the required application process for these resources for which they may be eligible. Serves as an advocate on behalf of the patient and family to make sure they are not discriminated against, and assists during appeal process if they are denied these resources. Assists in interpreting the alternate resource programs' rules, regulations, policies and procedures on behalf of the Service Unit. In the event of claim information discrepancy or denial; incumbent determines the source of discrepancy or reasons for denial and implements corrective action as appropriate to ensure that the claims can be processed for payment. Interviews patients to obtain information to initiate a new health record and communicate to Medical Records to reactivate a retired/stored record. Enters all information into the RPMS Patient Registration System and prints appropriate forms. Supports and promotes unit, facility and Indian Health Services vision and mission objectives. Performs special assignments as requested to fulfill objectives of the unit or the facility.

POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT.



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 REQUIREMENT: NONE **LICENSURE REQUIRED:** NONE

BASIC QUALIFICATIONS: Applicants must have 52 weeks of specialized experience at the GS-04 grade 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 equivalent to the GS-04 level. Examples of the experience which will be credited are obtaining information from clients; working on personal computers with various programs/software; advocate for clients to receive alternate health care resources for billing purposes.



PROFICIENCY REQUIREMENTS: In addition to meeting experience or education requirements, applicants must present evidence of passing the typing proficiency from a school or other organization authorized to issue such certificate (***40 wpm typing speed; WPM are based on five minute sample with three or fewer errors. Certification must be within the last three years***). Self-certifications will NOT be accepted. **Typing Proficiency Certificate must be attached to your application.** To make an appointment for a typing test, contact the HR front desk at 928-729-8258.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: Successfully completed four (4) years of education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite is creditable. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. **Submit official transcripts by the closing date to receive credit for education.**

SELECTIVE PLACEMENT FACTOR: NONE

TIME-IN-GRADE REQUIREMENTS: A candidate may be advanced to a position in grade GS-5 or below if:

- (1) The position is no more than two grades above the lowest grade level he/she held within the proceeding year under non-temporary appointment; or
- (2) He/she met the above restriction for advancement of the grade of the position to be filled, at any time in the past; or
- (3) He/she previously held a position to be filled, at any time under any type of appointment.

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.

CONDITION OF EMPLOYMENT: 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, which 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.

NOTE: Refer to OPM Operating Manual Qualification Standard Handbook or IHS Excepted Service Qualification Standard, 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.

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 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 eligibles entitled to Indian Preference may also apply under the provisions of the Indian Health Service Excepted Service Examining Plan. These candidates MUST indicate on their application whether their application is submitted under the IHS Excepted Service Examining 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 selection 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 specific 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 returned 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 or Title 5 United States Code.
2. Be applying for position as or below the grade level of the position from which you have been separated. The position at or below must not have a greater promotion potential than the position from which you are 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 (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.

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, which describes fully 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 qualification 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: The Declaration for Federal Employment (OF-306) and IHS Addendum to the Declaration for Federal Employment 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 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.**

HOW & WHERE TO APPLY: All applicants must submit one of the following to the Fort Defiance Indian Hospital, Personnel Department, P. O. Box 649, Fort Defiance, AZ 86504, by the close of business (5:00 PM) on the closing date. **For more information contact: Linda L. DeWolfe, HR Specialist at (928) 729-8255.**

1. OF-612, Optional Application for Federal Employment;
2. Resume; or,
3. Other written application format plus college transcripts, a copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.

A copy of an Official Bureau of Indian Affairs Preference Certificate, BIA Form 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 that such documentation is contained in their Official Personnel Folder.

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 10point 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.

ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE.

NOTE: Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian preference, education, training, and/or experience.

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. In other than this, the IHS is an Equal Opportunity Employer.

VETERANS PREFERENCE: 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.

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. 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.

Human Resource Clearance	Date
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EACH APPLICATION FORM AND DOCUMENT MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER – FD-08-90. THE APPLICANT BEFORE SUBMISSION MUST DUPLICATE ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS, AS WE DO NOT HONOR XEROX REQUESTS. THE APPLICATION AND ATTACHMENTS BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED. ORIGINAL SIGNATURES ARE REQUIRED ON THE APPLICATION FORM AND THE SUPPLEMENTAL QUESTIONNAIRE. ONLY MATERIAL SUBMITTED BY THE CLOSING DATE WILL BE CONSIDERED.

ELECTRONIC OR FAXED APPLICATIONS AND DOCUMENTS WILL NOT BE ACCEPTED.

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

SUPPLEMENTAL QUESTIONNAIRE
Medical Support Assistant (OA), GS-679-05

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 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