

DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA  
INDIAN HEALTH SERVICE



VACANCY ANNOUNCEMENT  
CH-09-17

OPENING DATE  
JANUARY 12, 2009

CLOSING DATE  
JANUARY 26, 2009

POSITION  
CONTACT REPRESENTATIVE

LOCATION AND DUTY STATION  
PHS INDIAN HOSPITAL, BUSINESS OFFICE/PATIENT  
REGISTRATION/ADMISSIONS SECTION, CHINLE, ARIZONA

GRADE/SALARY  
GS-0962-07, \$38,117 - \$49,553 PER ANNUM;  
GS-0962-06, \$34,300 - \$44,589 PER ANNUM

NUMBER OF VACANCIES  
ONE VACANCY (PI0657)

APPOINTMENT

- PERMANENT
- TEMPORARY
- NTE: \_\_\_\_\_

WORK SCHEDULE

- FULL-TIME
- PART-TIME
- INTERMITTENT

AREA OF CONSIDERATION

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

SUPERVISORY/MANAGERIAL

- NO
- YES, MAY REQUIRE ONE YEAR PROBATION

PROMOTIONAL POTENTIAL

- YES, TO GRADE GS-07
- NO KNOWN POTENTIAL

HOUSING

- YES, GOVERNMENT HOUSING IS AVAILABLE
- NO GOVERNMENT HOUSING

TRAVEL/MOVING

- MAYBE PAID FOR ELIGIBLE EMPLOYEES
- NO EXPENSES PAID

**DUTIES:** This position is located in the Chinle Comprehensive Health Care Facility, Business Office/Patient Registration/Admissions Section, Chinle, Arizona. The primary purpose of this position is to identify patients with eligibility for alternate resources and assisting them with the enrollment process. The incumbent will assist patients in application for and uses of alternate resources. Works closely with the Business Office and other facility staff in identifying all alternate resources available. These resources are Medicare, Medicaid, Arizona Health Care Cost Containment System (AHCCS), Department of Veterans Affairs, Bureau of Employment Compensation, Third Party Liability, Workers' Compensation, Children's Special Health Services, Aid to Families with Dependent Children, etc. To assist patients by establishing and verifying eligibility for alternate resources, the incumbent must work closely with the Social Security Administration Offices (local and regional), Tribal Offices, Community Department of Welfare or Human Resources, Department of Social Services, State Medical Assistance Office and other appropriate agencies. Provides information on rights and benefits of resources and tactfully advise patients of non-payment or denial of claims. If denials or other rejection of alternate resources occur, incumbent will intervene on patient's behalf in disputing and debating the denial by the third party sources. Follows up on all pending applications and works closely with families and agencies to see that the patient is not discriminated against because they are IHS recipients. Performs a variety of patient representative functions including completion of applications for alternate resources, making home/hospital visits to interview patients, arranges transportation for patients to the Department of Health and Human Services, and Social Security Administration Offices, and interpreting rules and regulations for alternate resources for patients. Provides continuous research and updating of information involving changes in rules and regulations for alternate resources. Performs other related duties as assigned.

THIS POSITION IS LOCATED IN A SMOKE-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 REQUIRED:** NO

**LICENSURE REQUIRED:** NO

**BASIC QUALIFICATION:** 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; candidates must have had completed 52 weeks of specialized experience equivalent to the GS-06 grade level to qualify for the GS-07 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 having the working knowledge of total program operations in setting priorities and goals of an Alternate Resources Program including the ability to keep abreast of current changes in policies, regulations on alternate resources eligibility, medical terminology, and financial coding.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE:** For *GS-06*: Generally not applicable. *GS-07*: One (1) full year of graduate level education or superior academic achievement. Graduate education may be credited in those few instances where the graduate education is directly related to the work of the position. Such education must demonstrate the knowledge, skills and abilities necessary to do the work. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university.

**SELECTIVE PLACEMENT FACTOR:** NONE

**TIME-IN-GRADE REQUIREMENTS:** Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of service at the GS-05 grade level to qualify for the GS-06 level; candidates must have completed 52 weeks of service at the GS-06 level to qualify for the GS-07 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 individual 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-0962 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.**

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**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).

**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.

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**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 groups 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.

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**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. KNOWLEDGE AND UNDERSTANDING OF IHS THIRD PARTY REIMBURSEMENT ACTIVITIES.
2. SKILL IN FACTFINDING AND INTERVIEWS.
3. ABILITY TO MEET AND DEAL WITH A VARIETY OF INDIVIDUALS.
4. ABILITY TO MAINTAIN SECURITY OF CONFIDENTIAL MATERIALS.

**(SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS).**

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

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**HOW & WHERE TO APPLY:** All applicants, except Commissioned Officers, must submit one of the following to the PHS Indian Hospital, Personnel Management Branch, P.O. Drawer PH, Chinle, Arizona 86503, **BY CLOSE OF BUSINESS (5:00 P.M.) ON THE CLOSING DATE:**

1. OF-612, Optional Application for Federal Employment; OR
2. **\*\*Resume;**
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.**

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

**FOR MORE INFORMATION CONTACT:** Lori Smith, Human Resource Specialist, (928) 674-7033 or email at [lorraine.smith@ihs.gov](mailto:lorraine.smith@ihs.gov).

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**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.

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**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.

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**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.

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**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.

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HUMAN RESOURCES CLEARANCE

DATE

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EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER CH-09-17. 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 RESOURCES OFFICE AND WILL NOT BE RETURNED.

**SUPPLEMENTAL QUESTIONNAIRE  
CONTACT REPRESENTATIVE GS-0962-6/7**

1. **KNOWLEDGE AND UNDERSTANDING OF IHS THIRD PARTY REIMBURSEMENT ACTIVITIES.** This includes a knowledge of regulations, policies and procedures that pertains to alternate resources eligibility, financial coding, required forms associated with various health insurance programs. What in your background shows you possess this knowledge?

What was the duration of these activities?

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

2. **SKILL IN FACTFINDING AND INTERVIEWS.** The person should have the ability to retrieve information from records and files and/or compile information. The incumbent must have the ability to conduct an interview which will produce the needed information while making the interviews feel at ease. Must have sensitivity to feelings and demonstrate task. Organize data into the appropriate format including statistics and narrative forms. What in your background shows you possess this skill?

What was the duration of these activities?

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

3. **ABILITY TO MEET & DEAL WITH A VARIETY OF INDIVIDUALS.** The person in this position should have the ability to establish positive interpersonal relations by exercising tact, diplomacy, patience, and mature judgment with a variety of individuals within and outside the office, both in person and by telephone. 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 MATERIALS.** The person in this position will be required to handle highly confidential and sensitive patient information, data and materials of medical records. As such usage of Privacy Act of 1974 and emparring administrative information in confidence is required to maintain a creditable program. 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)

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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