



DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA INDIAN HEALTH SERVICE



This position is located in a smoke-free environment.

REANNOUNCED TO SOLICIT ADDITIONAL CANDIDATES. APPLICANTS WHO APPLIED PREVIOUSLY NEED NOT REAPPY.

VACANCY ANNOUNCEMENT FD-03-102A

OPENING DATE 12/08/2003

CLOSING DATE 01-02-2004

POSITION Supervisory Health System Specialist (Business Manager)

LOCATION AND DUTY STATION PHS Indian Hospital, Administration Business Office, Fort Defiance, AZ

GRADE/SALARY GS-671-11 - \$47,110 Per Annum GS-671-12 - \$56,463 Per Annum

NUMBER OF VACANCIES One (1) PI0601

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 YES, may require one-year probation NO

PROMOTION POTENTIAL YES, to grade: 12 No known potential

HOUSING YES, government housing available Private Housing Only

TRAVEL/MOVING May be paid for eligible employees No expenses paid

DUTIES: Supervises and coordinates the functions and staff of the Business Office that include Branches in the Collections, Cast Control, Billing, Patient Registration, Patient Admissions and Benefits. Responsibilities include providing technical assistance to management, medical providers, patients and other facility personnel regarding the work of the departments. Responsible for creation, implementation and maintenance of Business Office policy and procedures, which comply with the practices of an office supporting a private sector acute care hospital with a large multi-disciplinary ambulatory, care system. Serves as second line supervisor over 20 or more support staff in the Business Office Programs through three subordinate supervisory positions. Has the responsibility for coordinating and distributing workloads. Reviews the workload and progress of the office. Displays initiative in promoting suggestions to improve the overall operations as well as stressing cost containment. Directs the activities of the Business Office Program including long and short range planning, evaluation and analysis, and projection of future requirements. Responsible for coordinating Business Office functions with the Service Unit Finance, Clinical Services, Health Records, and MIS. Coordinates Business Office functions with the NAIHS Third Party Coordinator and other Navajo Area Service Units. Maintains close relationship with the Finance Office and Medical Records Department in coordinating collections for the third party reimbursement program. Develops statistical

reports and control methods in determining receivables and collections. Responsible for the creation and maintenance of super bills by working with Clinical Service Chiefs to ensure capture of correct charges for services rendered to patients. Also works with all ancillary departments as well as the Department of Surgery, Anesthesia, and nursing units to assure all reimbursable services and supplies are captured for services rendered. Coordinates Business Office policies and procedures, patient registration and admissions eligibility, resource patient management systems, and alternate resource program through subordinate supervisor. Through subordinates' supervisor, coordinates collections for the third party reimbursement program. Develops statistical report and control methods for determining receivables and collections. Performs other duties as assigned.

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: No.

LICENSURE REQUIRED: No.

BASIC QUALIFICATION REQUIREMENTS: Candidates must have had 52 weeks of specialized experience equivalent to at least GS-9 level to qualify for the GS-11 level, and 52 weeks of specialized experience equivalent to at least GS-11 to qualify for the GS-12 level.

Specialized Experience: Progressively responsible analytical or administrative, or clinical management or supervisory experience in the health care field. This work may have been performed in an operating health care facility or a higher organizational echelon with advisory or directional authority over such facilities. Work must have involved a close working relationship with facility managers and analysis and/or coordination of administrative, clinical, or other service activities, and provided knowledge of the following:

- ?? Missions, organizations, programs, and requirements of health care delivery systems;
- ?? Regulations and standards of various regulatory and credentialing groups; and
- ?? Government-wide, agency, and facility systems and requirements in various administrative areas such as budget, personnel, and procurement.

SUPERVISORY OR MANAGERIAL ABILITIES:

- ?? Ability to assign to and review work of subordinates, train and work effectively with subordinates from a variety of backgrounds and with different levels/areas of training.
- ?? Ability to accomplish the quality and quantity of work expected within set limits of cost and time.
- ?? Ability to plan own work and carry out assignments effectively.
- ?? Ability to communicate with others effectively both orally and in writing in working out solutions to problems or questions relating to the work.
- ?? Ability to understand and further management goals as these affect day-to-day work operations.
- ?? Ability to develop improvements in or design new work methods and procedures.

SELECTIVE PLACEMENT FACTOR: None.

TIME-IN-GRADE REQUIREMENTS: A candidate applying under the provisions of the Merit Promotion Plan must have completed at least 52 weeks of service at the GS-9 to qualify for the GS-11 level, and 52 weeks of service at the GS-11 to qualify for the GS-12.

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.

CONDITIONS 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 that requires regular work at a Service Unit.

REASONABLE ACCOMMODATIONS: 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 Personnel Office. The decision on granting reasonable accommodation will be on a case-by-case basis.

NOTE: Refer to OPM Operating Manual Qualification Standards for General Schedule Positions, Series GS-671 for complete information. Substitution of education for experience will be made in accordance with those standards. TO OBTAIN EDUCATION CREDIT, APPLICANTS MUST SUBMIT OFFICIAL TRANSCRIPTS. 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.

Status applicants may apply for a position under both the MPP and non-status application procedures. In this case, they must file two (2) applications for dual consideration.

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 for Federal Employment or Resume, whether their 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, or those with a 30% or more compensable service-connected disability.)

VETERANS: Veterans who are preference eligible or who have been separated from the Armed Forces under honorable conditions after 3 years or more of continuous active service may apply.

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 of a certificate of expected separation; you may be entitled to special priority selection 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 Expected 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.
2. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separation.
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 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, physical requirements with any reasonable accommodation 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's 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 special 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 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 Technicians 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 a 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.).

Be rated well qualified 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 which are related to this position. To receive full credit for your qualifications, provide a narrative statement which 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 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 qualifications in each of the following:

1. Ability to perform the technical aspects of the job.
2. Knowledge of ICD-9-CM, ICD-10, CPT, Automated Drg Grouper and Case Mix Index.
3. Ability to supervise.
4. Ability to review the work of others.
5. Ability to meet and deal with a variety of individuals.
6. Ability to develop and provide training.
7. Ability to communicate in writing.

SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS.

HOW AND WHERE TO APPLY: All applicants must submit **ONE** of the following to the PHS Indian Hospital, Human Resource Branch, P. O. Box 649, Fort Defiance, AZ 86504, by close of business (5:00 p.m.) on the closing date: 11/26/2003. For more information contact: Ida N. Mark, 928-729-8259.

TELEFAXED APPLICATIONS OR RESUMES WILL NOT BE ACCEPTED

- 1) OF-612, Optional Application for Federal Employment; **or**
- 2) SF-171, Application for Federal Employment; **or**
- 3) *Resume; **or**
- 4) *Any other written application format; PLUS transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.

***INFORMATION REQUIRED ON 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 (College 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 code);
3. Social Security Number;
4. Country of Citizenship;
5. Veterans' Preference Certification - DD214, indicating Discharge and/or SF-15 - if claiming 10-point. Veterans' Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligible;
6. Copy of 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. **College 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). (Attach Transcript);
10. **Work Experience** (paid and non-paid) - **Job Title, Duties and Accomplishments, Employer's Name and Address, Supervisor's Name and Telephone Number; Starting and Ending Dates (month/year); Hours worked 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.

NOTE: All applicants will be required to complete and sign the OF306, Declaration for Federal Employment, and the Addendum, Child Care Worker questionnaire 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.**

A copy of an official Bureau of Indian Affairs "Verification of Indian Preference for Employment in BIA or IHS," Form 4432 (or equivalent form issued by a Tribe authorized by PL 93-638 Contract to perform the certification function on behalf of the BIA), signed by the appropriate BIA Official, **must be submitted if the applicant claims Indian Preference** or appropriate BIA form showing 50% or more blood quantum if applicant is not an enrolled tribal member. **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.**

NOTE: THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION. 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 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. Other than the above, the IHS is an Equal Opportunity Employer.

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. Promotions or appointment will not be based on personal relationship or other types of personal favoritism or patronage.

EEO REVIEW/CONCURRENCE _____ Date

PERSONNEL CLEARANCE _____ Date

THIS ANNOUNCEMENT NUMBER: **FD-03-102A** MUST INDIVIDUALLY IDENTIFY EACH APPLICATION AND DOCUMENT FORM. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS ARE TO BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED. ONLY MATERIAL SUBMITTED BY THE CLOSING DATE WILL BE CONSIDERED.

SUPPLEMENTAL QUESTIONNAIRE
Supervisory Health Systems Specialist,GS-671-11/12

1. **ABILITY TO PERFORM THE TECHNICAL ASPECTS OF THE JOB.** The person in this position must have the ability to interpret and apply Medicare and Medicaid laws, regulations and procedures; manage and maintain the Patient Care Component (PCC) Data System; and have a working knowledge of all Third Party (Medicare/Medicaid, and Private Insurance) billing and reimbursement procedures and regulations in addition to Patient Eligibility Determination. 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. **KNOWLEDGE OF ICD-9-ICD-10, CPT, AUTOMATED DRG GROUPER AND CASE MIX INDEX.** The person in this position must have the knowledge of all aspects of both outpatient code guidelines for coding procedures and diagnosis. This knowledge also include case mix index. 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.)

3. **ABILITY TO SUPERVISE.** The person in this position must have the ability to evaluate the work of subordinates, counsel employees, recommend employees for selection and promotion, awards, discipline, formal training, schedule leave, resolve complaints, and provide on-the-job training. 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 REVIEW THE WORK OF OTHERS. The person in this position must have the ability to provide technical assistance and review for accuracy and completeness to the Business Office staff and others in interpreting and applying Medicare and Medicaid laws, regulations and procedures, management and maintain the Patient Care Component (PCC) Data System; and have a working knowledge of all Third Party (Medicare/Medicaid and Private Insurance) billing and reimbursement procedures and regulations in addition to Patient Eligibility Determination. 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.)

5. ABILITY TO MEET AND DEAL WITH A VARIETY OF INDIVIDUALS. The person in this position must have the ability to exercise tact, diplomacy, and apply mature judgment in meeting and dealing effectively with a variety of individuals and groups. It also includes skills in being persuasive, the ability to gain the confidence of others, and perceptiveness in dealing with others. 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.)

6. ABILITY TO DEVELOP AND PROVIDE TRAINING. The person in this position must have the ability to provide technical advice and assistance in the application of laws, regulations, and procedures that pertain to billing and reimbursement for all Third Party Resources (i.e., Medicare/Medicaid, and Private Insurance). In addition to the procedures that govern the Patient Care Component (PCC) Data System and Patient Eligibility Determination. This will be in the form of inservice training, on-the-job training, and written Service Unit policy to the Service Unit Management.

What was the duration of these activities?

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

7. **ABILITY TO COMMUNICATE IN WRITING.** The person in this position must have the ability to assemble, summarize, and compile substantive information in writing which are clear, concise and understandable to both professional and laymen. 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.)

*

C-E-R-T-I-F-I-C-A-T-I-O-N

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 (Sign in Ink)

Date