

Job Class Profile: Claims Processor II**Pay Level: CG-25 Point Band: 456-489**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	4	1	3	2	3	3	1	2	
Points	140	67	6	14	60	65	62	21	21	456

JOB SUMMARY

The Claims Processor II provides accurate, clear and concise information to clients, health care officials and the general public; answers all client's inquiries using knowledge of regulations, policies, and procedures; and provides information pertaining to the Newfoundland & Labrador Prescription Drug Program, such as the Foundation Plan, Access Plan, Assurance Plan and the 65+ Plan.

Key and Periodic Activities

- Answers all telephone and public inquiries and effectively provides information to clients, health care professionals (physicians, nurses, pharmacists, social workers, health authorities, dental groups, community groups, government officials, politicians and the general public concerning legislation, assessments, and regulations.
- Ensures personal information contained on application forms for clients seeking coverage under the Newfoundland and Labrador Prescription Drug Program is entered into the program's computer databases. Applications can be in written form or taken verbally over the phone.
- Provides orientation and continuous support to temporary and new employees in technical procedural aspects, documentation and answering telephone inquiries.
- Performs other routine clerical and word processing duties which include front counter service to the general public as required.
- Re-registers applications under the Access program to determine client's eligibility.
- Participates in the ongoing training of software program, policies and procedures.
- Reports equipment and software problems to the Manager and/or Director.

SKILL**Knowledge**

General and Specific Knowledge:

- Knowledge of all programs under the Newfoundland and Labrador Prescription Drug Program.
- Knowledge of the related legislation, regulations, policies and procedures.

Formal Education and/or Certification(s)

— Minimum: 2 Year Specialized Post Secondary Diploma in Office Administration.

Years of Experience

— Minimum: 3-4 years of related job experience

Competencies:

— The ability to operate a computer to enter information

Interpersonal Skills

- Interpersonal skills include listening to clients to obtain information and to provide direction and advice on programs and other resource available. Listening to staff to ensure an understanding of program changes. There is also information sharing amongst coworkers in the area regarding program administration.
- May deal with clients who are upset about eligibility or the amount of assistance provided through the programs. Must listen to their concerns and help the clients understanding of the programs.
- The most significant contact for this position is the daily interaction with clients either by telephone or in person. Position is required to listen to and understand the questions and give directions about the programs, the status of their applications and coverage, etc.
- Other significant contacts include Health Care Professionals such as pharmacists, physicians, nurses, social workers, dental offices, etc. regarding client information and drug coverage.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring period of rest.
- Typically required to sit at a desk, using a computer mouse and keyboard to enter and retrieve information for clients and related departments.
- Occasionally stands and walks to bring applications to their respective areas, and to retrieve printed documents such as letters and envelopes from the printer.
- May be required to lift objects less than 10 lbs. such as packages of paper or boxes of envelopes.

Concentration

- **Visual** concentration is a requirement for the majority of tasks of the job to enter and review client information on applications; enter drug coverage specific programs; and retrieve information for clients.
- **Auditory** concentration is a requirement for the position. Numerous telephone calls are received from clients regarding eligibility requirements, explanation of coverage, and the percentage of co-pay.
- Work is very **repetitive** by nature which requires constant receiving and entering information into the system.
- There are typically **time demands** on all applications.
- Requires **exact results/precision** when entering information into applications. Mistakes will result in a delay processing and possibly in the coverage provided.

Complexity

- Most typical challenge relates to the interactions with clients who may be frustrated or upset regarding eligibility or the amount of eligibility.
- Guidelines such as policies, procedures, regulations and the availability of a supervisor/manager are used to address typical challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are prescribed and controlled.
- Can review status of applications and inform clients on eligibility; can issue drug cards for eligible clients; prepare mail and answer inquiries for clients, health care workers, general public, etc.
- Backdating coverage, changes to programs and dealing with problems/situations requires the approval of the immediate supervisor.

Impact

- Work results are directly felt within the immediate work area, within the department/group, outside the organization and by the general public.
- Mistakes or errors are costly to the applicant, the processing system, outside agencies and to the integrity of the programs.
- If an application is entered inaccurately, there may be a delay in the application being processed and benefits for the client. It is important that the correct information is relayed to clients so that they are aware of the process and in co-pay situations, and are aware of their financial responsibility.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides on-the-job advice/guidance/training, feedback, and orientation to new employees.

WORKING CONDITIONS

Environmental Working Conditions

- Typically no adverse environmental conditions, however, there is occasional exposure to distracting noise, lack of privacy and glare from computers.