

**Job Class Profile: Medical Claims Assessor I****Pay Level: CG-23 Point Band: 388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	3	2	2	2	1	2	
Points	140	50	13	14	60	43	41	21	21	403

**JOB SUMMARY**

The Medical Claims Assessor I provides independent pre-assessment of technical claims and special authorization requests under the Newfoundland and Labrador Prescription Drug Program (NLPDP) and the Newfoundland Interchangeable Drug Products Formulary (NIDPF).

**Key and Periodic Activities**

- Performs independent pre-assessment of Special Authorization applications and requests received from medical and healthcare professionals, physicians and pharmacists operating in health care centres, hospitals, nursing homes, medical clinics in both the public and private sector.
- Receives, sorts, checks/verifies and prioritizes drug application and requests from medical and healthcare professionals.
- Maintains communications with key stakeholders by telephone, in person, and in writing.
- Monitors processes and procedures and discusses problem solving in relation to irregularities, issues and concerns involving prescription drug applications/requests, reviews and assessments, official letters, standard forms, technical information related to the internet website, and makes recommendations for ensuring ongoing development, changes and improvements in programs and operations.
- Reviews and pre-assesses drug application/requests which have been held pending additional information from physicians and other healthcare professionals.

**SKILL****Knowledge****General and Specific Knowledge:**

- Thorough knowledge of the Pharmaceutical Services Act and other related legislation and regulations.
- Knowledge of a variety of information technology applications.

**Formal Education and/or Certification(s):**

- Minimum: 2 year specialized post-secondary Diploma in Office or Business Administration, Medical/Pharmacy Technology, or Information Technology.

**Years of Experience:**

- Minimum: 2-3 years of related experience.

#### **Competencies:**

- Operate a variety of office equipment.
- Operate computer equipment.

#### **Interpersonal Skills**

- Interpersonal skills include communicating with patients/clients, physicians, pharmacists and other healthcare providers to exchange, provide and gather necessary information regarding the application/requests and the program. These exchanges are at times with individuals who are experiencing difficult situations.
- The most significant contacts are with patients/clients, professionals in the medical and healthcare fields, and advisors within the Department.

### **EFFORT**

#### **Physical Effort**

- The demands of the job generally do not result in fatigue requiring periods of rests.
- Occasionally is required to lift files/materials weighing less than 10lbs.
- Work requires extended periods of sitting to review and pre-assess applications and requests, however there is freedom to move about.
- Required to use fine finger or precision work while using the computer to maintain and assess information.
- There is the occasional requirement to requirement to stand and walk.

#### **Concentration**

- **Visual** concentration is required when reading, reviewing, and pre-assessing applications and requests.
- **Auditory** demands are constant during interactions with clients, physicians, healthcare providers and advisors to gather and exchange information.
- Concentration is required given the **repetitive** nature of work performed.
- Eye/hand coordination and precision work is required to process the information electronically.

#### **Complexity**

- Work tasks are generally repetitive and well defined, with some different but related duties.
- Typical challenges or complexities relate to the pre-assessing of applications and requests.
- The most typical challenge is when a client has specific drug coverage via a special authorization but does not request a renewal of this coverage. This would result in the prescription being unable to be filled. This problem occurs multiple times each day but can be remedied by educating the client.
- References are available and include legislation, policies and program criteria, the Newfoundland Interchangeable Drug Products Formulary, Pharmacy Rules, etc.

## RESPONSIBILITY

<b>Accountability and Decision-Making</b>
<ul style="list-style-type: none"> <li>— Work tasks and activities are highly monitored and controlled.</li> <li>— Without formal approval a caller's identity must be determined prior to releasing personal information.</li> <li>— Decisions regarding expenditures would require supervisory approval.</li> <li>— Can exercise some discretion when determining the urgency of requests and prioritizing requests.</li> </ul>
<b>Impact</b>
<ul style="list-style-type: none"> <li>— Work generally impacts the immediate work area by reducing the requirements at the assessment stage and indirectly outside the organization on clients/patients and their care providers following assessment and determination.</li> <li>— Errors have the potential to impact the patient/client group as well as the care prescribed by a physician, but due to careful monitoring the impact is mitigated.</li> </ul>
<b>Development and Leadership of Others</b>
<ul style="list-style-type: none"> <li>— Does not have full-time responsibility for the direct supervision of staff nor is there any development and leadership responsibility.</li> <li>— Does not play a team or project leader role.</li> </ul>

## WORKING CONDITIONS

<b>Environmental Working Conditions</b>
<ul style="list-style-type: none"> <li>— Special precautions and safety equipment is not required.</li> <li>— The likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, partial disability or total disability is limited if normal precautions are followed.</li> <li>— Works in an office environment so there is exposure to glare from computer screens, and occasional exposure to unusual or distracting noise, dirt, dust and limited ventilation.</li> </ul>