

**Job Class Profile: Medical Claims Assessor III****Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	3	3	4	3	5	2	
Points	187	67	13	14	90	87	62	107	21	648

**JOB SUMMARY**

The Medical Claims Assessor III oversees administrative functions in support of the programs administered by the Pharmaceutical Services Division.

**Key and Periodic Activities**

- Supervises staff of the Client Services and Operations Section in the performance of the duties related to the programs and services provided by the Pharmaceutical Services Division.
- Assists in the planning, organization and implementation of various divisional initiatives and work processes to maintain acceptable work flow and services to the public.
- Trains staff on new initiatives and work processes being introduced. Monitors current processes to ensure they are working effectively.
- Allocates work to staff to ensure even distribution of caseload and responsibility. Redistributes to meet timelines and maintain client service delivery.
- Performs assessments of Special Authorization Applications and Requests.
- Assists Pharmacists in the Pharmaceutical Services Division by performing pre-assessments on drug applications received from physicians for Methadone patients/clients and Alzheimer patients/clients. Researches and verifies medical information and medication histories in addition to current data. Prepares related summary documentation for internal staff/pharmacists use in final assessments.
- Enters, updates, monitors and maintains information regarding applications, requests, assessments and decisions in various databases. Assembles technical pharmaceutical information received from Canadian Drug Manufacturers to facilitate the timely review of generic pharmaceutical products by the Advisory Committee of the Newfoundland and Labrador Interchangeable Drug Products Formulary.
- Assesses documentation requests from medical and healthcare professionals for prescription pad supplies and within established guidelines processes orders.
- Provides information in writing and verbally to patients/clients and physicians regarding special authorization assessments, decisions, terms and conditions of drug application approvals, denials, changes/reductions/increases to drug quantities, and requirements for additional information essential to the assessment and decision making process.
- Maintains all leave management, employee scheduling and payroll adjustment information for all employees of the Pharmaceutical Services Division.

<b>Key and Periodic Activities</b>
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| <ul style="list-style-type: none"> <li>— Communicates with and provides updates to policy personnel of any changes to current work processes being implemented for inclusion in the Division's Policy and Procedure documents.</li> </ul> |
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## SKILL

<b>Knowledge</b>
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**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 or Information Technology.

**Years of Experience:**

- Minimum: 4-5 years of related experience.

**Competencies:**

- The ability to operate a variety of office and computer equipment.
- Analytical skills.

<b>Interpersonal Skills</b>
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| <ul style="list-style-type: none"> <li>— A range of interpersonal skill are used and include: writing to medical, health care professionals and clients regarding assessment decisions on prescription drugs data and information provided; training new staff to the Pharmaceutical Services Division and teaching new initiatives or work processes to current staff; facilitating meetings with staff to discuss work issues or challenges to provide a forum for group communication and expression of concerns; communicating verbally by telephone, answering inquiries and providing information to physicians, pharmacists and clients of the Newfoundland and Labrador Prescription Drug Program (NLPDP); listening and using discretion, compassion and tone regarding very sensitive issues in dealing with clients and families experiencing difficult situations.</li> <li>— The most significant contacts include: professionals in the medical and healthcare fields; clients of the NLPDP; internal staff and the general public for program consultation and relaying decisions on assessments.</li> </ul> |
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## EFFORT

<b>Physical Effort</b>
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| <ul style="list-style-type: none"> <li>— The demands of the job generally do not result in fatigue requiring periods of rest.</li> <li>— Occasionally is required to lift files/materials weighing less than 25lbs such as files, documents, folders, binders and boxes.</li> </ul> |
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- Is required to use fine finger or precision work while using the computer to read, review, and assess information and would require sitting for extended periods with the occasional requirement to stand and walk. When sitting there is the freedom to move about.

### Concentration

- **Visual** concentration is constantly required when reading, reviewing and analyzing while assessing and making decisions regarding technical medical and medication data/information received (both handwritten and typed documentation) from healthcare professionals. The same focus and concentration are needed for updating/entering data and information to the various systems.
- **Auditory** concentration is required in consultation meetings with divisional staff, pharmacists and others, for discussing reviews and assessments, related documentation and records for the purpose of problem solving, trouble-shooting issues and making recommendations for effective changes in processes.
- **Repetition requiring alertness** occurs when checking and verifying data and information.
- **Time pressures and deadlines** are required to complete assessments and there is **lack of control over the work pace** and the volume of work received.

### Complexity

- Work involves a series of tasks and activities that are quite different but allow the use of similar skills and knowledge.
- Typical challenges include irregularities involving prescription drug applications/requests that require urgent assessment but for which the data/information is not fully completed; concerns raised by callers with hearing impairment, or language barrier, or which requires particular sensitivity and skill in dealing with the issues presented.
- The Pharmaceutical Services Act and regulations, related department policies and program criteria, the Newfoundland Interchangeable Drug Formulary, Publication Acts and Regulations, Pharmacy Rules, NLPDP Drug Coverage Status Table, Medical Care Plan (MCP) database and internal staff advisors are available to address problems/issues.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed and controlled.
- Without formal approval can make decisions regarding the work flow and processes to meet work demands.
- Budget issues require the approval of the Manager or Director.
- Can exercise discretion to make decisions within the predetermined limits for special authorization drugs.

### Impact

- Work directly impacts the immediate work area in terms of work load and processes.
- Work results impact activity for status calls to the Departments.
- Outside the Department, Pharmacists are impacted by timely transactions, the patients/clients are able to receive the required treatment and the physicians are able to provide the care to

<p>patients prescribed.</p> <p>— Has some impact on procedural and process changes within the Division.</p>
<b>Development and Leadership of Others</b>
<p>— Typically responsible for the direct and ongoing bargaining unit supervision for a medium size work group of employees (5 to 10 employees).</p> <p>— Development and leadership responsibilities include advice/guidance, feedback, input into performance assessments, orientation and training, acting as a technical mentor, delegating/allocating tasks, organizing and other leadership activities.</p>

## WORKING CONDITIONS

<b>Environmental Working Conditions</b>
<p>— Special precautions and safety equipment is not required.</p> <p>— The likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, partial disability or total disability is limited if normal precautions are followed.</p> <p>— Works in an open office environment where occasionally there is exposure to distracting noise, lack of privacy and glare from computers.</p>