

STAFF ASSISTANT (REIMBURSEMENT/SERVICES FOR CHILDREN WITH  
DISABILITIES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent performs a variety of administrative and clerical support functions to facilitate the accurate, complete and timely receipt of all information necessary for supporting third party (insurance) reimbursement. Position oversees and ensures the immediate input of third party reimbursement information at intake, and resolves any issues that prevent timely completion of claims processing. Incumbents also ensure the accuracy and timeliness of information received from service coordinators and Early Intervention Official Designees for prompt generation service authorization for the purpose of expediting the recovery of reimbursement. Supervision is exercised over a small number of subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises the accuracy and currentness of eligibility information entered into an automated system;

Ensures, through an oversight function, timely notification of insurers of each new child for whom claims may be submitted;

Ensures prompt resolution of requests for additional information necessary to complete the processing of claims;

Works to increase parents' understanding of the insurance process, and to minimize instances of parent non-participation in applicable insurance program;

Works with private insurance carriers and third party payers to resolve any discrepancies in order to secure the maximum reimbursement for services;

Keeps abreast of changes in payment methodologies, eligibility criteria, rates of reimbursement, data requirements and internal changes and communicates these changes to staff;

Trains service coordinators and Early Intervention Official Designee;

Works to increase the understanding of parents, service providers and coordinators, Early Intervention Official Designees regarding the importance of meeting all requirements in order to maximize reimbursement;

Prepares reports to measure the effectiveness of third party reimbursement recovery activities;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignment;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the methods and procedures used for billing and collection from third party reimbursement agents; good knowledge of insurance terminology; good knowledge of procedures involved in claims processing; good knowledge of the general type of information required by health (and hospital) insurance carriers; knowledge of reimbursement methodologies; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with parents, insurance companies, service coordinators, and Early Intervention staff; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to develop and update operational procedures as they relate to recovering third party reimbursement; dependability; initiative; resourcefulness; good judgement; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either (a) a Bachelor's Degree\* and one year of experience where the primary function of the position was either in insurance, credit and collection, billing or third party reimbursement; or (b) five years of work experience, which included one year of experience where the primary function of the position was either in insurance, credit and collection, billing or third party reimbursement.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four years of the above general experience. There is no substitution for the one year of specialized experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.