

## REIMBURSEMENT OFFICER I

### DESCRIPTION OF WORK

This is supervisory work directing the activities of a reimbursement program of a state center for the mentally retarded.

Employees in this class supervise several clerical employees in the operation of a reimbursement office characterized by a uniform patient population, low rate of admissions and discharges, and limited sources of reimbursement. Employees are responsible for all reimbursement systems, procedures, and actions relating to the establishment and maintenance of all patient account billing, and collection of payments. Work involves interviewing of responsible parties to establish patient accounts, to determine amounts to be charged, and sources of payment; negotiating and finalizing contractual agreements for partial payments; reviewing or supervising the review of financial records to determine changes in financial status; and negotiating compromises to settle delinquent or inactive accounts. Work requires considerable contact with personnel of the mental health center, parents or guardians, the general public, and personnel of county, state, and federal agencies. Duties are performed under the general direction of the business manager and are subject to review through periodic conferences and reports; however, the employee receives instructions and guidance regarding the statewide reimbursement policies from the Reimbursement Officer III.

### EXAMPLES OF DUTIES PERFORMED

Conducts pre-admission, admission, and follow-up interviews with responsible parties to determine ability to pay for care of patient; reviews financial files and ledgers to determine changes in financial status or delinquent account

Enters into contractual agreements on behalf of the State Department of Mental Health with responsible parties for less than full charge.

Supervises a small staff of clerical personnel and establishes office procedures and work priorities.

Confers with representatives of federal and state agencies and insurance and retirement organizations to determine patient eligibility for benefits as sources of reimbursement.

Completes all necessary reports, information, and forms to forward to central office; completes necessary information to forward to the Attorney General's office for court action to collect on delinquent accounts and estates cases.

Attends periodic meetings with other reimbursement officers to review and make recommendations for changes in overall reimbursement program.

Investigates real and personal property records of responsible parties as a means of settling estates and delinquent accounts.

Performs related work as required.

### RECRUITMENT STANDARDS

#### Knowledges, Skills, and Abilities

Considerable knowledge of the policies, rules, and regulations governing the reimbursement program of the State Department of Mental Health.

General knowledge of programs and services offered through the Social Security Administration, veterans Administration, State Department of Social Services, County Departments of Social Services.

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General knowledge of social and economic conditions of the state. Ability to conduct an interview with tact and discretion. Ability to organize, supervise, assign, and review the work of a small clerical staff: Ability to establish and maintain effective working relationships with associates, subordinates, and the general public.

Minimum Education and Experience

Graduation from high school and five years of business, administrative, or clerical experience involving public contact preferably in interviewing, credit, or collection work; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.