



IDENTIFICATION

Department	Position Title	
Health and Social Services	Health Care Services Specialist	
Position Number	Community	Division/Region
49-7044	Inuvik	Health Services Administration / Beaufort Delta

PURPOSE OF THE POSITION

The Health Care Services Specialist is responsible for determining Health Care eligibility and registering and/or renewing eligible residents for Health Care coverage, and verification of information to determine eligibility of the Supplementary Health programs. This position performs the financial transactions for payments to service providers engaged in the delivery of health services and provides administrative support to the Health Services Administration office.

SCOPE

Located in Inuvik, the Health Care Services Specialist (Specialist) reports to the Health Care Services Manager. This position is one of several Health Care Service Specialists who share these responsibilities across the Northwest Territories (NWT).

The Health Services Administration office provides Health Services administration services for the population of the NWT. The Specialist is responsible for financial processing services for Health in the NWT.

This position provides interactive services to customers on behalf of the Health Services Administration division, and the Specialist functions in an environment with high work volume, processing on average 15,000 health care applications annually. The incumbent will review on average 1,400 prior approvals annually. This position works with highly confidential, sensitive information. The Specialist must refer to relevant policies, procedures, guidelines and Acts related to this section in order to provide accurate information to the customer.

The duties of the position are carried out in accordance with the *Canada Health Act*, *NWT Medical Care Act*, *Territorial Health Information System (THIS) Act*, *Hospital and Medical*



Reciprocal Billing Agreements, Provincial/Territorial Physician Fee Schedule, Interprovincial Health Insurance Agreements Coordinating Committee, Eligibility and Portability Agreement, Immigration Act and the policies and directives of the Government of the Northwest Territories (GNWT).

RESPONSIBILITIES

- 1. Processes requests and applications for NWT health care coverage in accordance with the *Canada Health Act*, *NWT Medical Care Act*, *Inter-provincial Portability and Eligibility Agreement (EPA Agreement)*, the *Access to Information & Protection of Privacy Act*, *Health Information (ATIPP) Act*, *Immigration Act* and various other agreements and policies, procedures and guidelines so eligible clients can be registered for health care coverage.**
 - Reviews and verifies requests/applications to ensure that all information has been provided and eligibility is determined in accordance with legislation.
 - Processes and data-enters information contained in the application into the Health Management Information System (HMIS) system.
 - Follows up as needed to obtain missing information, to be able to make a determination.
 - Issues health care cards to eligible NWT residents to serve as verification of valid NWT health care coverage and generate Health Care Card Print.
 - Registers and/or amends client records to ensure that the information recorded is accurate and current and that only the eligible residents are registered.
 - Responds to Health care inquiries.

- 2. Reviews, assesses and processes receivables and payable payments with respect to health insurances, and provides reporting on request, according to set schedules and deadlines, and subject to applicable Acts, policies and guidelines.**
 - Assesses and processes claims ensuring accuracy and adherence to the *Canada Health Act* and *Northwest Territories Act*, Regulations, Policies and Directives for the determination, to ensure that the needs of clients and service providers are addressed
 - Generates and/or receives and processes invoices to ensure that health insurance payments are completed and distributed in an accurate and timely manner.
 - Generates and sends out invoices to other territories/provinces for reciprocal billing
 - Prepares, processes and submits vouchers for reciprocal billing invoices from other territories/provinces to Financial Shared Services.
 - Processes cheque runs for personal reimbursements, physician, and hospital payments. Prepares vouchers, and data enters claims in HMIS to ensure data is captured.
 - Checks the validity of all personal reimbursements.
 - Determines payment eligibility of claims by reviewing client's history, applying



- information from current fee schedules and following the Medical Care and *THIS* regulations.
- Generate subrogate reports as requested
- 3. Conducts periodic reviews of clients that may no longer reside in the Northwest Territories using reports received from providers and the HMIS system.**
- Process incoming/outgoing migration reports.
 - Process Northern Health Services Network, Alberta Blue Cross differential / coordination of benefit reports.
 - Review Southern Services Reports.
 - Identify and issue periodic reviews to potential recipients of NWT Health care that may no longer reside in the NWT.
- 4. Receives, reviews, and submits prior approval requests from physicians for Out of Territory Insured Services/private facilities to the Chief Medical Advisor.**
- Provides information to client physicians concerning the process for requests for services out of the territory; identify if the service is an insured service, and the facility is private or public; and respond to queries from health centres and out of territory facilities.
 - Verifies health care eligibility of patient, and generate a response, and communicates the decision to the clinic.
- 5. Assists with providing administrative support to the Division.**
- Provides telephone reception and handling of incoming/outgoing mail.
 - Maintains an inventory log of financial controllable forms.
 - Ensure records management policies are followed.
 - Delivers all monies received and bank deposit slips to the bank on a daily basis.
 - Maintains understanding of critical operational activities performed by peer positions in the division, ensuring operational coverage and continuous overall service delivery.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.



Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire knowledge of bookkeeping and generally accepted accounting practices (GAAP).
- Knowledge of general office procedures.
- Knowledge of and/or the ability to acquire and apply knowledge of relevant GNWT policies, procedures and guidelines.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Keyboarding skills.
- Research skills.
- Computer skills including applications using Microsoft programs, internet and email.
- Interpersonal, customer service and communication skills.
- Problem solving skills.
- Time management and organization skills.
- Attention to detail skills and the ability to bring together different elements in order to achieve results or accomplish tasks.
- Ability to listen and respond positively in all client situations.
- Ability to learn and apply awareness of medical terminology and the NWT health care system.
- Ability to review, assess and process receivables and payable payments with respect to health insurances,
- Ability to commit to upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safely and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Grade 12 diploma and one (1) year of relevant work experience in a client service-focused environment.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check



French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous language: Select language

- Required
 Preferred