



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Accounts Receivable Clerk	
Position Number	Community	Division/Region
48-15680	Yellowknife	Financial Services

## PURPOSE OF THE POSITION

The Accounts Receivable Clerk is responsible for processing billings, preparing and issuing invoices, and the collection of receivables in support of the accounts receivable function of the Northwest Territories Health and Social Services Authority (NTHSSA) in accordance with relevant policies guidelines and practices.

## SCOPE

The Accounts Receivable Clerk is located in Yellowknife and reports to the Supervisor, Accounts Receivable. The Accounts Receivable Clerk is responsible for invoicing, collection of receivables, shadow billing, and fee for service billing for the NTHSSA to ensure that patient, insurer and other third parties are accurately invoiced, and that payments are recorded and collected in a timely manner in accordance with the applicable acts, regulations, policies and procedures. The revenue activities for the NTHSSA include approximately 60 million in revenue and 16,000 billing activities per year. In addition NTHSSA process approximately 3000 deposits per year.

The NTHSSA is headquartered in Yellowknife and is responsible for delivering health and social services in most communities across the NWT. The NTHSSA covers 1.2 million square kilometers and services approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginal peoples. The NTHSSA delivers a full-range of primary, secondary and tertiary health and social services including family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. These services are delivered by more than 1,400 health and social services staff.

This position is located within the finance division of the NTHSSA and works closely with a number of practitioners and clinic staff at both Primary Health Care sites, GNWT Health Insurance Administration and other NTHSSA program and support staff in order to complete day to day functions. The incumbent also interacts with a variety of clients and 3rd party insurance or legal

representatives and must adjust their approach accordingly. Incorrect billings can result in client disputes, delayed collections, reduced revenue recognition and delayed cash flows.

Accuracy, timeliness and follow through are critical in order to ensure revenues are received to manage the operation of the NTHSSA as a whole as well as to maintain good working relationships.

## **RESPONSIBILITIES**

### **1. Processes billing activities and creates invoices for services rendered to individuals, insurers and other third parties in accordance with relevant acts, regulation, policies and procedures.**

- Responsible for the processing of physician and facility fees for reciprocal billing of out-of-territory patients, and shadow billing for NWT resident patients;
- Prepares and submits third party related medical billing submissions to appropriate agencies to ensure that revenues due to the NTHSSA are billed and received within time periods specified by the appropriate guidelines;
- Performs other miscellaneous billings, ensuring proper submission in the financial system for approval;
- Tracks miscellaneous billing submissions, following-up as required to ensure billings are accepted;
- Verifies billing documentation to ensure patient information, physician procedure fee codes and diagnosis codes are complete;
- Works with Supervisor, Accounts Receivable to address discrepancies in patient information, insurance coverage, and clinical documentation to ensure complete and accurate information obtained for processing;
- Follows-up on weekly submissions to ensure billings are accepted;
- Receives detailed pay-run reports from the Department of Health in Inuvik outlining the amounts paid based on data entry;
- Reconciles claims submitted to claims paid and resolves discrepancies;
- Regularly reviews acts, policies and agreements to ensure knowledge of billing requirements is current.

### **2. Records revenue, maintains accurate records and prepares reports, enabling further breakdown and analysis by relevant authorized areas within NTHSSA.**

- Ensures client revenues are receipted in the NTHSSA financial system and deposited to the bank daily;
- Receives payment from clients for outstanding bills, ensuring the collection, recording, and deposit of revenues are in accordance with GNWT and NTHSSA policies;
- Prepares routine reporting of detailed data (i.e., specific code frequency in a given time period, filter data for confidentiality, categorize, and quantify);
- Provides information to specific NTHSSA areas as authorized by the Supervisor;
- Refers requests for non-routine or complex reporting and/or preliminary analysis to the Supervisor for consideration;
- Completes special projects and analyses as assigned;
- Assists with year-end activities and supports the annual external audit as required.

### **3. Performs general finance duties as required.**

- Responds to calls from individuals, insurers and other third parties regarding billing for services rendered;
- Registers and maintains current status of all Practitioners billing numbers and assists physicians with billing enquiries;
- Administers Fee For Service billing reconciliations for payment;
- Supports orientations for new staff, and/or at special request by physicians to go over material and answer questions;
- Assists in the development and implementation of approved business processes and operational guidelines through the continuous improvement philosophy.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

Requires attention to detail and high levels of concentration.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Strong communication and interpersonal skills
- Ability to pay attention to details to ensure accurate data input
- A working knowledge of GAAP (Generally Accepted Accounting Principles)
- Knowledge and understanding of Financial Administration regulations and policies, business processes and invoicing policies for health-related organizations
- Familiarity with Enterprise Resource Planning systems
- Knowledge of financial accounting theory including analysis and reconciliation processes
- The ability to mentor colleagues in a positive manner
- Excellent organization and time management skills
- An understanding of medical terminology and abbreviations

### **Typically, the above qualifications would be attained by:**

Completion of an Accounting Certificate or Business Administration Diploma from a recognized educational institution, combined with two years of related experience; OR 5 years' related experience, preferably in a public service environment.

Medical terminology or medical billing experience is considered an asset.

Equivalent combinations of educational qualifications and experience will be considered on

individual basis.

### **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with the current public health practices is required.

#### **Position Security** (check one)

- ☐ 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

### **CERTIFICATION**