



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Collections Officer	
Position Number	Community	Division/Region
48-16772	Yellowknife	Financial Services

PURPOSE OF THE POSITION

The Collections Officer is responsible for providing accounts receivable and collection services for the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure that collection occurs in a timely and accurate manner in accordance with relevant Government of the Northwest Territories (GNWT) legislation, regulations, policies and NTHSSA procedures.

SCOPE

The Collections Officer is located in Yellowknife and reports to the Senior Collections Officer.

The Collections Officer is responsible for the preparation of accounts receivable statements and the initiation of collection processes on behalf of the NTHSSA. The Revenue activities for the NTHSSA include approximately \$60 million of revenue and 16,000 billing activities per year.

The Northwest Territories Health and Social Services Authority (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 about 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.

RESPONSIBILITIES

1. Collects monies and processes statements of accounts as well as initiates collection processes for services and supplies rendered by the NTHSSA to individuals, organizations and third party guarantors to ensure collection occurs in a timely and accurate manner.

- Completes collections activities in accordance with the applicable acts, regulations, policies and procedures;
- Prepares and submits statements to guarantors and individuals on a monthly basis;
- Acts as primary contact for all statement questions or concerns;
- Maintains documentation on all collection efforts and communication;
- Reviews the aged accounts receivables report, investigates outstanding accounts and makes recommendations on effective approaches for successful collection;
- Prepares statements and collection letters to recover outstanding accounts;
- Assesses refused billings/claims;
- Interprets policies and agreements ensuring billing information is accurate, timely and complete;
- Resubmit corrected claims to 3rd party insurance (NIHB, RCMP, WCB, etc.);
- Reconciles payments received before activity is posted in accounts receivable (deposits on account);
- Assists cashier in applying payments to the correct accounts and/or activities;
- Initiates refunds, adjustments, and/or corrections required in the financial system as requested by the Senior Collections Officer.

2. Assists in the management of delinquent accounts by assessing sensitive collection situations to determine the most effective approach to collect the funds owing from accounts that continue to remain unpaid.

- Follows up with payer phone calls, demand and legal letters;
- Investigates returned-mail, tracking down current address to re-establish contact with delinquent payers;
- Maintains documentation of collection history for delinquent payers in order to support claims with 3rd parties (payroll recovery, court, Canada Revenue Agency, etc.);
- Initiates payroll recoveries and garnishee action on wages or bank accounts;
- Prepares necessary documents to be filed in small claims court and courts under the Bankruptcy and Insolvency Act; and
- Prepares and files necessary documents to access the Canada Revenue Agency setoff program.

3. Consults with patients regarding insurance plan coverage.

- Explains the GNWT medical travel policy to patients and their eligibility for insurance plans; explains the entitlements to the patient based on their specific eligibilities and coverage and informs them about other recovery opportunities;
- Counsels' patients regarding their eligibility for employer insurance coverage; and

- Surveys NWT employers for employee medical travel insurance coverage information, maintaining a database of employers who carry medical travel insurance and highlighting type of coverage.

4. Other Duties.

- Assists with reporting requests and year-end duties;
- Assists the Senior Collections Officer in compiling information for making recommendations on changes to doubtful accounts listing.
- Assists in the preparation of the necessary documentation to forgive debit in according with GNWT policy.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

Extensive periods of time are spent either at a computer workstation or reviewing documents. This may lead to back and neck strain or other physical discomfort.

The incumbent is required to be attentive to both verbal and non-verbal communication from clients when trying to negotiate voluntary compliance with required collection terms.

Mental Demands

The incumbent receives frequent calls from upset clients inquiring about billings or statements received by them. Clients are frequently unaware that balances are owed due to misunderstanding of their entitlements. Physical threats during and after working hours can result.

The complex billings require attention to details and high levels of concentration for hours at a time. There is a high volume workload with month and year-end deadlines.

The incumbent is generally working within time constraints and on multiple files simultaneously. All files are time-sensitive with the chance of collection diminishing the longer it takes to reach resolution. There is also a steady increase in the number of collections files which adds pressure.

Collections activity involves contact with individuals and administrators who may exhibit defensive and/or hostile behavior which may subject the incumbent to emotionally disturbing experiences. Personal contact with highly emotional, rancorous or implacable individuals during collections activity may be stressful or even hazardous. Negative interactions are

sometimes carried by individuals beyond the workplace, creating stress in the officer's personal life.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of standard collection methods and acceptable collection procedures, as well as those collection methods only available to a government agency (e.g. CRA set-off program).
- Demonstrated communication skills to effectively communicate with clients and agencies in order to negotiate voluntary compliance with required collection terms.
- Tactful verbal communication with patients is essential.
- Knowledge of word processing, spreadsheet and accounting software applications.
- Organizational and time management skills used to prioritize duties and meet deadlines.
- Ability to read and interpret financial reports and transactions.
- Ability to understand financial processes within a complex coding structure to ensure correctness of account balances, identify how errors may have occurred, and determine how to make appropriate corrections.
- Ability to work and solve problems both independently and as part of a team. Must be reliable, maintain patient confidentiality and be able to problem-solve.
- Ability to understand and interpret a large variety of complex billing agreements (i.e. NIHB, Medical Travel Policies, NWT Health Care Plan, Reciprocal Billing Agreements, etc.)

Typically, the above qualifications would be attained by:

Completion of Business/Accounting diploma from a recognized institution combined with one years of experience in accounts receivable and collections. Experience in the Health Care environment is 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