



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Manager, Accounts Receivable and Medical Travel	
Position Number	Community	Division/Region
48-2005	Yellowknife	Financial Services, Reporting and Treasury/ Headquarters

PURPOSE OF THE POSITION

The Manager Accounts Receivable and Medical Travel (Manager) is responsible for providing technical financial and accounting services, advice, leadership, oversight and support of the Accounts Receivable, Collection and Medical Travel functions for the Northwest Territories Health and Social Services Authority (NTHSSA)/(Authority).

The position is accountable to ensure the effective, efficient and proper management of these financial services within the context of NTHSSA's accounting systems and financial frameworks, Generally Accepted Accounting Principles (GAAP), Public Sector Accounting Standards (PSAS), the Government of Northwest Territories (GNWT) *Financial Administration Act* (FAA) and the GNWT Financial Administration Manual (FAM).

SCOPE

NTHSSA is an independent public agency delivering a full range of health and social services (HSS) programs and services under the jurisdiction of the HSS to the public. The authority for NTHSSA to exist comes from the *Hospital Insurance and Health and Social Services Administration Act (HIHSSA)*. This includes the establishment and appointment of the NTHSSA Leadership Council (Council) to govern the Authority. A Finance Committee exists as a subcommittee of the Council that considers all financial matters before they are presented to the Council.

Although this is the overarching legislation, NTHSSA in partnership with the Department of Health and Social Services (DHSS) has delegated authority to administer and comply with all or parts of many other NT health and social services Acts including but not limited to the: *Health Information Act, Health And Social Services Professions Act, Child And Family Services Act, Medical Care Act, Medical Professions Act, Mental Health Act, Midwifery Profession Act, Nursing Profession Act, Ophthalmic Medical Assistance Act, Optometry Act, Public Health Act and Social Work Profession Act*. Programs and services include primary, secondary, and tertiary



health and social services covering family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. Along with the many clinics and health care centers operating throughout the NT, there are two hospitals under NTHSSA responsibility: a regional hospital in Inuvik and one in Yellowknife servicing the entire NT. The hospital in Yellowknife is the Stanton Territorial Hospital (STH) and provides a full spectrum of acute, outpatient and extended care services. It is the largest Branch of NTHSSA and is a key part of the territorial integrated approach to healthcare.

Two jurisdictions, Hay River and Tłıchǵ within the NWT deliver local health and social services independent of NTHSSA. This situation adds a layer of complexity as the administration and assurance that local services are provided at NTHSSA standards must be established through a collaborative arrangement documented in a Memorandum of Understanding (MoU) between each jurisdiction and the Authority.

The remainder of the NWT is part of NTHSSA and is divided into five regions: Beaufort Delta, Sahtu, Dehcho, Fort Smith and Yellowknife with a Chief Operating Officer (COO) heading up each region.

NTHSSA also provides specialized medical services that are not available locally to residents of the Kitikmeot region of Nunavut through a formal agreement with the Government of Nunavut. Hospital and emergency health care services are also made available to non-residents employed and working in the NT in the mining and other business sectors through several third-party formal contracts with employers.

NTHSSA employees are part of the GNWT employment pool. NTHSSA is the largest employment entity within the GNWT departments, boards and agencies, with a very wide range of classifications of employees including medical specialists, professionals, management, office staff, union employees, 24/7 essential services, part-time, full-time, casual and shift work.

As a public agency, the Authority is required to comply with all relevant GNWT legislation, policy frameworks and manuals. Key financial and administration components of this obligation include the NWT FAA and Regulations and manuals, NWT PSA and Regulations, Human Resources Manuals, GNWT financial and accounting policies and procedures, and PSAS and GAAP. NTHSSA is directly accountable to the Council as well as DHSS, and through DHSS to the NT Financial Management Board (FMB), GNWT Executive Council (Cabinet) and the NT Legislative Assembly.

A public report including the audited financial statements must be tabled in the NWT Legislative Assembly annually. The Office of the Auditor General (OAG) performs the audit of



NTHSSA separate and apart from the GNWT audit. This results in a direct relationship between the OAG and the Authority.

Accurate, timely, comprehensive, and understandable financial reporting is essential, not only to prepare the annual audited financial statements but also to complete financial statements, claims and reports related to comprehensive funding agreements. The consequences of not meeting deadlines from various sources such as dates entrenched in legislation, set by the OAG, set by DHSS or other GNWT sources and/or included as terms and conditions of contribution agreements can be significant. These potential consequences include the loss of revenue, official criticism by the OAG, and political concern raised in the Legislative Assembly.

Operating at arm's length from government, the Authority is required to cover all expenses from the revenues received from public sector contribution agreements and MoUs, and contracts with the private sector. The primary contribution to operate comes from a complex core funding agreement from DHSS. As well, DHSS also provides several sources of targeted funding which are limited to specific programs and services and as such require separate accounting and reporting for each individual agreement. Many of these targeted contributions come through DHSS from the Government of Canada. These federal/territorial agreements have their own set of accountability requirements. In order to access these funds, NTHSSA must ensure the internal financial accounting structure and reporting meets the terms and conditions of these DHSS/Government of Canada agreements. NTHSSA also receives funding through the agreement with the Government of Nunavut, MoUs with Hay River Health and Social Services Authority (HRHSSA) and the Tłı̄ch̄o Community Services Agency (TCSA) and private sector contracts for services to non-residents working in the NWT. NTHSSA also collects revenues from other third parties including health insurance companies, non-residents, other jurisdictions and other miscellaneous sources.

Developing comprehensive fiscal policies and strategic plans and reliable budgets, establishing strong financial controls, ensuring all potential revenues are collected, implementing comprehensive accounting and tracking practices, and ensuring accurate and timely reporting is occurring are all essential to the ongoing success of NTHSSA. The Authority manages a full range of financial and accounting operations covering Operations Expenses and Revenues, maintains and manages its own Treasury functions; bank accounts; Accounts Receivable; Accounts Payable; Materials Management; Comptrollership; protection of assets; contract administration; budgeting; fiscal planning; variance analysis, forecasting and reporting; financial statement preparation and reporting functions. Although the Authority operates its accounting and payroll systems on the GNWT's System for Accounting and Management (SAM) and utilizes GNWT Shared Services functions for processing transactions, it does not access GNWT central agencies directly for most centrally managed and coordinated services in conjunction with government departments. The Finance Branch is the "central agency" for NTHSSA performing many of the same functions as the Department of Finance (FIN) does for GNWT departments.



One of the programs that NTHSSA manages is Medical Travel. This program covers costs associated with travel for individuals that require medical services that cannot be provided locally either within the resident community or the NT overall (i.e. primarily through STH). The eligibility criteria, policies and procedures all rest with NTHSSA and the program is primarily administered through the Finance Branch including approval of each individual application. This program contributes significantly to NTHSSA's rising costs and demand for services.

The NTHSSA is confronted with significant financial challenges due to substantially rising inflationary costs and constant growth in demand for services while funding sources are not keeping pace. This has resulted in a continual rising of the accumulated debt. This fiscal situation places a great deal of pressure on the Finance Branch to ensure NTHSSA can continue to cover operational needs and at the same time control expenditures as much as possible. In this environment financial sustainability has become a major concern. This makes Accounts Receivable and Collections a critical component of financial operations to ensure NTHSSA is maximizing incoming revenues available to meet financial obligations.

NTHSSA is comprised of seven Branches headquartered in Yellowknife. The Branches are Office of the Chief Executive Officer (CEO), Finance; Clinical Integration; Child, Family and Community Wellness; Corporate and Support Service; Regional Operations, and Stanton Territorial Hospital.

Located in Yellowknife the Manager reports to the Director Financial Reporting and Treasury and oversees the Accounts Receivable and Medical Travel Unit in the Financial Reporting, Operations and Treasury Section under the Finance Branch.

DIMENSIONS

The source of the following information is the 2021-22 Annual Report:

- Number of Employees: 1804
- Budget: Revenues: \$381M
Operations Expenses: \$404M
- Combined Revenues: \$464M (96% from GNWT)
- Total Expenditures: \$498M
- Deficit: \$34M
- Accumulated Deficit: \$194M
- Net Debt: \$206M

Other key dimensions include:

- Financial Systems: SAM (System for Accountability and Management)
- Direct reporting positions: 3 and 12 indirect reports



RESPONSIBILITIES

1. Manage Accounts Receivable (AR):

- Develop and monitor adequate and effective internal controls, internal policies and procedures.
- Develop policies and procedures for the collections' portfolio.
- Implement policies and procedures.
- Ensure that processing of financial transactions and invoicing takes place in a timely manner according to the specific eligibility requirements for applicable programs and agreements to maximize revenues.
- Coordinate the planning, processing and monitoring of NTHSSA AR and ensuring financial records are complete, accurate and prepared on a timely basis.
- Communicate with insurers and other 3rd party payers with questions on policy interpretation and invoicing protocols (e.g. GNWT Extended Health Benefits, Health Canada) Non-insured Health Benefits, Sunlife of Canada, Alberta Blue Cross, etc.).
- Complete AR schedules and accrual reports and submits these documents within required deadlines.
- Provide required information for the year-end audit of the NTHSSA revenue accounts.
- Monitor, review and analyze program revenues.
- Exercise revenue officer authority to specified limits.

2. Manage Revenue and Collections:

- Develop policies and procedures for the collections' portfolio.
- Implement policies and procedures.
- Develop, recommend and implement policies, procedures, guidelines and manuals for Collections and the annual provision for doubtful accounts and periodic write-offs and forgiveness of debt.
- Monitor the aging of Accounts Receivable.
- Monitor collection activities.
- Ensure timely collection of revenue.
- Monitor the aged status of receivables.
- Detect problems and concerns and act on them promptly.
- Resolve collection issues.
- Implement collection action.
- Calculate write-offs and forgiveness of debt.
- Prepare appropriate documentation for recommended allowance for doubtful accounts and write-offs and submit for approval.
- Prepare Briefing materials and Notes.



- Ensure approved adjustments are made in SAM.
- Exercise signing authority.

3. Manage Medical Travel administration:

- Ensure travel arrangements are processed promptly and efficiently.
- Address complaints and resolving problems.
- Authorize payment of expenses.
- Ensure re-imbursments for expenses are processed promptly in accordance with NTHSSA and FAM policies.
- Monitor expenditures and budgets and taking necessary corrective action.
- Monitor and reconcile SAM expenditures and other transactions.
- Defend position taken by Medical Travel Unit when required during the course of an appeal as a result of a denial or adjustment to Medical Travel.
- Maintain records and ensure confidentiality of information.
- Prepare recommendations, briefing notes and other reports.

4. Other duties:

- Supervise and direct staff within Accounts Receivable and Medical Travel Unit.
- Manage Human Resources requirements.
- Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.
- Prioritize staff mentorship, on-the-job training and staff development.
- Act as a team player by assisting and supporting Finance Branch colleagues.
- Provide advice and support to staff throughout NTHSSA.
- Present information and lead training to staff throughout NTHSSA.
- Prepare information and documents and/or communicate with third party stakeholders.
- Prepare various ad hoc reports and briefing materials.
- Perform other related duties as assigned.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.



Sensory Demands

Substantial multi-sensory effort is required during file review and collections interactions.

Mental Demands

The incumbent experiences frequent interactions with the public on sensitive matters and is often confronted with difficult confrontations. The volume of workload is significant.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and understanding of GAAP & PSAS.
- Knowledge of internal financial and accounting controls.
- Knowledge of financial planning and budgetary development concepts.
- Understanding of organizational structures and management relationships.
- Supervisory skills.
- Knowledge of cash flows and historical trend analysis.
- Ability to interpret, analyze and prepare financial statements and reports.
- Ability to understand legislation, regulations, policies and procedures.
- Knowledge of computer-based accounting applications, windows based operating systems, word processing, databases, and spreadsheet applications, communication software and online mainframe and billing systems.
- Problem solving, analytical and evaluation skills.
- Communications skills (written and verbal) and interpersonal skills.
- Organizational and time management skills, including the ability to plan, coordinate, prioritize and meet deadlines.
- Ability to design and develop financial procedures.
- Skills in all Microsoft software and other accounting software.
- Ability to manage conflict and difficult confrontations.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Bachelor of Commerce degree with a concentration in Accounting and Finance along with a Canadian Chartered Professional Accountant designation in good standing, and five (5) years of financial management experience including one (1) year supervisory or leading a team.

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