



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Medical Travel Clerk	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-5423	Yellowknife	Financial Services

## **PURPOSE OF THE POSITION**

The Medical Travel Clerk administers accounting services for medical travel for the Northwest Territories (NWT) to ensure payment and billing for medical travel occurs in a timely and accurate manner in accordance with the NWT Medical Travel Policy, various insurance plans and the Northwest Territories Health and Social Services Authority (NTHSSA) guidelines.

## **SCOPE**

The Medical Travel Clerk is located in Yellowknife and reports directly to the Supervisor, Accounts Receivable. This position is responsible for processing medical travel payments and billings to suppliers and clients of the medical travel program. This position works with large volumes of data, processing payments according to budget and generating approximately 7000 invoices per year to recover costs from patients and guarantors (e.g. WSCC, Alberta Blue Cross etc.).

Medical Travel recoveries through various programs and individuals total over \$20 million per year. The Medical Travel Clerk provides direction on data entry by others and is the primary contact for all medical travel payment inquiries.

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.

## **RESPONSIBILITIES**

- 1. Processes medical travel payments using the Health Management Information System (HMIS) Medical Travel module and the NTHSSA financial system according to the NWT Medical Travel Policy, applicable legislation, acts and procedure in an accurate, cost efficient and timely manner.**
  - Verifies that patient and billing information on the vendor invoice agrees with the travel warrant authorization in HMIS to prevent payment errors;
  - Completes new vendor setup requests and updates as required;
  - Updates tables in HMIS ensuring information is correct in the medical travel database;
  - Prepares payment requests for submission to Financial and Employee Shared Services;
  - Processes payments in HMIS through the weekly pay runs;
  - Reconciles accounts payable batches in SAM to the HMIS pay run information, to ensure accuracy.
  
- 2. Generates medical travel invoices to patients or guarantors (i.e. employers, Workers Compensation Board, Extended Health Benefits etc.) in accordance with the NWT Medical Travel Policy.**
  - Verifies that the billing classification for each patient agrees with travel warrant backup and travel information, to ensure correct billing information will be generated by the HMIS Medical Travel System. The incumbent is required to interpret complex rules and use professional judgment in making billing decisions (e.g. determine eligible third party program to bill on behalf of patients). Incorrect billings decisions can result in angry patients and lower medical travel recoveries;
  - Completes new customer setup requests and updates as required;
  - Prepares invoices and processes billings in the SAM accounts receivable module.
  
- 3. Acts as the primary NTHSSA contact for medical travel inquiries in an effort to keep accounts in good standing.**
  - Reconciles vendor statements and investigates outstanding accounts;
  - Initiates adjustments and/or corrections required in the HMIS Medical Travel System and SAM accounts payable system.

#### **4. Participates in redesigning medical travel software and developing business procedures with team.**

- Attends meetings to determine specifications of software;
- Works with prototypes to assist in debugging software and ensure the software meets required specifications/needs;
- Works with supervisor and patient referral staff to redesign business processes.

### **WORKING CONDITIONS**

#### **Physical Demands**

No unusual physical demands.

#### **Environmental Conditions**

No unusual environmental conditions.

#### **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.

#### **Mental Demands**

The incumbent receives frequent calls from upset vendors and clients inquiring about payments owing or billings received by them. The complex medical travel insurance rules require attention to details and high levels of concentration for hours at a time. There is a high volume workload with weekly pay run deadlines. There are monthly and year-end deadlines to meet.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of financial policies and procedures, and ability to apply them to different types of funding and billing arrangements.
- Knowledge of and ability interpret complex medical travel rules regarding third party billings (i.e. insurance coverage) on the patient's behalf.
- Knowledge of NWT Health Care Plan, Extended Care Health Benefits, Non-Insured Health Benefits and GNWT Medical Travel Policies and Insurances would be an asset.
- Effective verbal and written communication skills in order to effectively deal with vendors, clients, medical referral staff, third party agencies and other health authorities.
- Knowledge of word processing, spreadsheet and accounting software to facilitate working with several computer software applications.
- Organizational and time management skills to prioritize duties and meet payment deadlines.
- Attention to details in order to match billing and travel authorization information.
- Ability to read and interpret financial reports and transactions.

- Ability to work and solve problems independently, as well as a part of a team.

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

Completion of an accounting certificate from a recognized educational institution, combined with two years of related experience; OR 5 years' related experience, preferably in a public service environment. Equivalent combinations of educational qualifications and experience will be considered on individual basis.

**ADDITIONAL REQUIREMENTS**

**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:**

- Required
- Preferred