



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Accounts Receivable Clerk	
Position Number	Community	Division/Region
48-5790	Inuvik	Financial Services / Beaufort Delta

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 in accordance with relevant policies guidelines and practices.

SCOPE

Located in Inuvik, the Accounts Receivable Clerk reports to the Comptroller (Beaufort Delta Region) and is responsible for invoicing, collection of receivables, shadow billing, and fee for service billing for the Northwest Territories Health and Social Services Authority (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 \$60M in revenue and 16,000 billing activities per year. In addition, NTHSSA processes 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 Northwest Territories. The NTHSSA covers 1.2 million square kilometers and services approximately 43,000 people, including First Nations, Inuit, Metis, and non- indigenous peoples. The NTHSSA delivers a full range of primary, secondary and tertiary health and social services (HSS) 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 HSS 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, Government of the



Northwest Territories (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. Process billing activities and create 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.
- Prepare and submit 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.
- Perform other miscellaneous billings, ensuring proper submission in the financial system for approval..
- Track miscellaneous billing submissions, following up as required to ensure billings are accepted.
- Verify billing documentation to ensure patient information, physician procedure fee codes and diagnosis codes are complete.
- Work with Comptroller to address discrepancies in patient information, insurance coverage, and clinical documentation to ensure complete and accurate information obtained for processing.
- Follow up on weekly submissions to ensure billings are accepted.
- Receive detailed pay-run reports from the Department of Health in Inuvik outlining the amounts paid based on data entry.
- Reconcile claims submitted to claims paid and resolve discrepancies.
- Regularly review acts, policies and agreements to ensure knowledge of billing requirements is current.

2. Record revenue, maintain accurate records and prepare reports, enabling further breakdown and analysis by relevant authorized areas within NTHSSA.

- Ensure client revenues are receipted in the NTHSSA financial system and deposited to the bank daily.



- Receive payment from clients for outstanding bills, ensuring the collection, recording, and deposit of revenues are in accordance with GNWT and NTHSSA policies.
- Prepare routine reporting of detailed data (i.e., specific code frequency in a given time period, filter data for confidentiality, categorize, and quantify).
- Provide information to specific NTHSSA areas as authorized by the Comptroller.
- Refer requests for non-routine or complex reporting and/or preliminary analysis to the Comptroller for consideration.
- Complete special projects and analyses as assigned.
- Assist with year-end activities and support the annual external audit as required.

3. Perform general finance duties as required.

- Respond to calls from individuals, insurers and other third parties regarding billing for services rendered.
- Register and maintain current status of all Practitioners billing numbers and assist physicians with billing enquiries.
- Administer Fee For Service billing reconciliations for payment.
- Support orientations for new staff, and/or at special request by physicians to go over material and answer questions.
- Assist 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 conditions..

Sensory Demands

The incumbent will experience the necessity of providing significant attention to detail and high levels of concentration.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of GAAP (Generally Accepted Accounting Principles).
- Knowledge of financial accounting theory including analysis and reconciliation processes.
- Knowledge of and/or the ability to acquire and apply knowledge of Financial Administration regulations and policies, business processes and invoicing policies.
- Knowledge of and/or the ability to acquire and apply an understanding of medical terminology and abbreviations.
- Communication and interpersonal skills.
- Organization and time management skills
- Ability to use Enterprise Resource Planning systems.
- Ability to pay attention to details to ensure accurate data input.
- Ability to guide colleagues in a respectful manner.
- Ability to commit to 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:

Completion of an Accounting Certificate and two (2) years of related experience.

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