



IDENTIFICATION

Department	Position Title	
Health and Social Services	Non-Insured Health Benefits Specialist	
Position Number	Community	Division/Region
49-10600	Inuvik	Health Services Administration/Beaufort Delta

PURPOSE OF THE POSITION

The NIHB Specialist is responsible for the processing of all accounts payable claims in the delivery of the Non-Insured Health Benefits (NIHB) program. The NIHB Specialist is responsible for ensuring all accounts payable claims are completed in a timely manner and in accordance with the applicable legislations, related acts, regulations, policies, directives and agreements.

SCOPE

The Department of Health and Social Services (DHSS) is located in Yellowknife with the exception of the Health Services Administration division, which is located in Inuvik. The position is located in this decentralized unit and reports directly to the Manager, Non-Insured Health Benefits (NIHB). The NIHB program encompasses 27,000 eligible recipients in the NWT. Benefits to eligible recipients are primarily provided through the 6 Regions, 2 Authorities and registered service providers in NWT.

The NIHB Specialist maintains a professional working relationship with a wide-range of individuals, groups and organizations; these include Department of Indigenous Services Canada (DISC) (formerly Health Canada) representatives, service providers, Health and Social Service Regions and Authorities, clients, and staff within the DHSS when assessing eligibility and ensuring prompt and accurate payment for NIHB rendered concerning the provision of benefits related to the NIHB program service delivery through a Contribution Agreement.

The NIHB Specialist acts as a point of contact for the unit in communication with other Territorial government offices, service providers, and health professionals in matters related

to the unit's activities. The NIHB Specialist will gather all relevant information regarding unusual requests and present it to the Manager, NIHB for assessment.

RESPONSIBILITIES

- 1. Conducts compliance reviews and processes payment of accounts payable invoices for the NIHB program in a timely manner, within the contribution agreement spending limits, and in accordance to contract specifications, by:**
 - Reviews NWT Health Region, Authority and service provider invoices to ensure services are delivered to eligible clients;
 - Ensures that invoices are processed in a timely manner and are paid in accordance to set procedures and guidelines;
 - Contacts appropriate Health Regions or Authority staff or service providers to request further information regarding questionable payments which may indicate deviations from eligible benefits;
 - Provides verification of the validity and the costs of each invoice before invoices are submitted for payment;
 - Conducts compliance reviews on invoices from NWT Health regions and authorities and informing appropriate staff of required corrections;
 - Reviews service provider's claims for completeness and eligibility prior to data entry;
 - Reviews claims and submit for payment or reject and notify if appropriate;
 - Forwards unusual invoices to the Manager, NIHB for review;
 - Prepares vouchers with appropriate backup for payment of NIHB program benefits.

- 2. Serves as a point of contact to ensure NIHB program information is provided accurately and expediently in accordance with the *Access to Information and Protection of Privacy Act, GNWT Health Information Act and Data Release Guidelines* by:**
 - Communicates with the NWT Health Regions, Authorities or service providers in routine claim items;
 - Acts as a point of contact for the unit in communication with external bodies (NWT Health Regions, Authorities, service providers, DISC, etc.) in matters related to the unit's activities;
 - Participates in divisional and departmental meetings as requested.

- 3. The NIHB Specialist will gather and prepare information for the annual NIHB pre-audit and audit by:**
 - Tracks receipt of invoices to ensure that those received reflect what is expected;
 - Develops and maintains informational spreadsheets by Region, Authority or service provider which outline disallowances;
 - Tracks all program expenditures;
 - Provides applicable records for Auditors;
 - Prepares and maintains extensive informational reports.

4. Provides support for the general responsibilities of the Health Services Administration unit by:

- Maintains extensive filing systems;
- Prepares files to be archived;
- Maintains current and accurate NIHB program files and binders;
- Distributes NIHB Bulletins to GNWT personnel, regional Health Regions, Authorities, health service providers, eligible recipients and First Nations and Inuit Organizations and other Territorial departments.

WORKING CONDITIONS

Physical Demands

There is limited physical effort required for the position. There are long periods where the incumbent is required to stay seated and use a computer which can cause back, muscle and eye strain.

Environmental Conditions

Incumbent is provided with a cubicle in a busy office environment. The physical environment is considered pleasant; however, the environment can be noisy and distracting and can result in increased stress levels.

Sensory Demands

The incumbent is expected to spend long periods using the computer, which may cause eyestrain. The incumbent may experience some auditory strain due to background noise surrounding their cubicle. Also, exposed to situations that can become volatile, as the incumbent is the first line contact when dealing with difficult or upset clients that may require intervention from the incumbent's supervisor.

Mental Demands

Under normal working conditions the mental stress is not excessive even though the incumbent must deal with many different people. However, the incumbent is often faced with tight deadlines and urgent situations, which significantly increase the stress level of the position.

A general frame of reference and functional objectives cover the work. Identified problems require the collection and analysis of data. There is a need to consult with the supervisor and coordinate plans concerning long range objectives and/or unusual situations and politically sensitive matters. There are variable situations requiring analytical, interpretive, evaluative and/or constructive solutions.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of a variety of legislation and policies including but not limited to:
 - *Canada Health Act, Access to Information and Protection of Privacy Act and Data Release Guidelines, Indian Act, Public Service Act, Financial Administration Act, GNWT Health Information Act, etc.*
 - Medical Travel Policy, Traditional Healers Policy;
- Knowledge of medical terminology;
- Ability to interpret various legislation, policies and acts to provide a practical working understanding of them;
- Knowledge of the administration of health benefits programs;
- Knowledge of Generally Accepted Accounting Principles;
- Ability to communicate effectively with a broad range of individuals;
- Ability to plan, organize and prioritize workloads;
- Ability to take direction;
- Strong work ethics which result in the ability to maintain strict confidentiality, and to work independently;
- The ability to operate efficiently in various computer applications (word processing, spreadsheets and databases);
- The ability to quickly learn many of the specifics “on the job”;
- Oral bilingual skills in French or an aboriginal language preferred;
- Knowledge of northern cultures and political systems;
- Ability to meet deadlines.

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities required for this position would be generally acquired through completion of Grade 12 with math or finance courses and 2 years accounts payable experience.

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: Select language

- Required
 Preferred