

HEALTH CARE CALL CENTER REPRESENTATIVE

KIND OF WORK

Technical provider and recipient help desk work.

NATURE AND PURPOSE

Under general supervision, develops and maintains a broad, integrated understanding of Minnesota Health Care Program (MHCP) programs, policies, procedures, payment systems, automated systems, and billing practices in order to provide requested information and services to callers linking with the Department of Human Services via its Provider and Recipient Help Desk. Performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Answers phone calls from and provides problem resolution support to callers using the DHS's Provider and Recipient Help Desk.

Investigates and resolves and/or facilitates resolution of simple to highly complex problems reported by health care providers or other entities relating to health care claims and/or associated billing procedures.

Effectively uses off-line time to research historical claims activities, locate/photocopy microfiche claims documents, screen and refers or responds to correspondence, and prepares caller-requested documents for mailing.

Instructs providers and other callers on procedures, forms, and codes used in association with the MMIS II.

Updates and keeps versed on policies, procedures, practices, coding structures, forms, organizational structures, referral points, and available resources used in relationship to his/her job functions.

Keeps flexible and versed on the range of providers and their specialized needs, as well as, a general understanding of MHCP programs, county operations, and recipient needs in order to provide coverage for any station/work area of the Help Desk.

Assists with the large-scale management of heavy volume phone activity in response to major problems and/or changes.

Recommends changes in Help Desk operations, policy, procedures, staff utilization, and work flow patterns based on observations, experience, and data.

\*\*Contacts insured or other involved persons for missing information. Prepares and reviews insurance related documents for completeness. Reviews insurance to determine coverage.

## KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

### Technical Competencies:

Knowledge of Minnesota Health Care Program (MHCP) policy and customer services specialization which may include having a general and, in some areas, thorough understanding of:

1. Assigned provider groups and their service needs (medical and allied health; pharmacy and dental);
2. The breadth of MHCP programs and their respective coverages;
3. Spend-down policy and procedures;
4. Medical terminology, services, and procedures;
5. Pharmaceuticals;
6. Federal and state coding systems associated with reporting and claims payment activity;
7. Managed care health care service delivery and payment systems; and
8. Recipient subpopulations and their needs.

Ability to quickly move between screens to obtain and disburse accurate information while conversing with callers regarding the problem and/or concern.

\*Agency Programs-Has broad-based knowledge of Agency programs and funding sources. Can explain concept and rationale behind programs and financing. Applies program guidelines to determine eligibility or compliance. Knows the similarities and differences among Agency programs.

\*Math/Accounting-Knows and applies generally accepted accounting principles to the recording of business transactions and events. Performs complex account reconciliations. Ensures the integrity of financial data by performing a review and recalculation. Performs more difficult calculations of financial data.

\*State Policies, Procedures, Transactions and Documents-Explains transactions and procedures, rules, and regulations so that others understand and are provided with clear, accurate direction. Determines the types of documents to prepare for various transactions.

\*Computer-Has knowledge of multiple information systems, including mainframe. Uses non-standard or advanced software features. Uses the computer as a research tool and as a multiple database to prepare standard reports. Troubleshoots user and/or hardware related problems. Educates users on basic system operation/maintenance, and how to prevent common problems from recurring.

\*\*Clerical-Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology.

\*\*Number Facility-The ability to add, subtract, multiply, or divide quickly and correctly.

Work Management Competencies:

Ability to quickly learn policy, procedures, and coding information then apply it in a fast-paced, customer service setting in which the nature, range, and complexity of questions, problems, issues and concerns is always changing.

Ability to triage calls, identify then define the problem, then find resolution alternatives sufficient to meet caller needs effectively using time management techniques.

Ability to effectively handle interactions with callers, which relate to situations and/or conditions for which there are no options sufficient to meet caller needs or expectations.

\*Concern For Productivity-Anticipates needs and plans for them. Creates tools to better manage and prioritize own work activities. Effective at multi-tasking. Adjusts tasks or goals quickly when unforeseen circumstances occur or priorities change. Demonstrates persistence and follow through on achieving results.

Concern for Order and Quality-Develops changes to processes and tools within scope of responsibility, to make them more efficient and user-friendly. Supports process changes that will be inclusive of other staff and considers customer needs.

\*Analysis, Problem Solving and Decision Making-Works collaboratively with others to solve problems. Recognizes recurring problems and offers new solutions. Focuses on relevant clues when searching for information or analyzing problems with ambiguous or incomplete information to make informed decisions. Anticipates potential problems and takes preventive action.

\*\*Near Vision-The ability to see details of objects at a close range (within a few feet of the observer).

\*\*Speech Recognition-The ability to identify and understand the speech of another person.

\*\*Processing Information-Compiling, coding, categorizing, calculating, tabulating, auditing, verifying, or processing information or data.

\*\*Evaluating Information against Standards-Evaluating information against a set of standards and verifying that it is correct.

Interpersonal Competencies:

Skill in listening and interviewing skills/techniques sufficient to define, analyze and resolve problems over the telephone.

Skill in human relations sufficient to communicate with a wide variety of customers.

\*Communication for Results-Organizes written communication in a logical, understandable format. Summarizes information regarding findings and issues. Listens to understand and asks questions to get desired information. Constructively responds to difficult or upset people. Adapts communication style to situation or audience to increase effectiveness. Presents information to a group.

\*Customer Focus-Guides customers through processes by providing information and explanation. Directs them to other resources when necessary. Empathizes with customers and shows sensitivity to their situation or unique needs. Advocates for customer needs and concerns.

\*People, Work Group and Team Skills-Adapts to different personalities or work styles; respects differences. Sensitive to needs of others. Utilizes others as resource and offers self as resource to others. Seeks as well as provides constructive feedback to others. May help orient others on new job duties.

\*Personal Effectiveness-Accepts change. Takes the initiative, does more than expected. Learns from past experience and mistakes. Has a strong sense of purpose and commitment to the job. Enjoys and seeks out challenge. Identifies and anticipates own developmental needs in current job and proactively seeks developmental opportunities.

\*\*Performing Administrative Activities-Approving requests, handling paperwork, and performing day-to-day administrative tasks.

\*\*Frequency in Conflict Situations-Frequency with which the job places the worker in conflict situations.

\*\*Deal with Unpleasant/Angry People-Requires the worker to deal with unpleasant, angry, or discourteous individuals as part of the job requirements.

\* From PROGRES Paraprofessional Job Track 2

\*\* From O\*NET Dictionary of Occupational Titles

Est.: 8/96

Rev.: 3/00

T.C.:

Former Title(s):