

DHHS TRUST OFFICER

DESCRIPTION: Under administrative direction, administers the patient financial responsibility program and patient trust accounts at a facility of the Department of Health and Human Services. Directs the daily activities of a Financial Responsibility Office in accordance with policies originated from the DPI Patient Resources and Benefits Chief; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Interviews patients and/or financially responsible individuals in order to obtain financial data concerning available resources for the payment of care and maintenance charges.

Explains billing procedures and the purpose of the reimbursement program to financially responsible individuals in order to obtain their cooperation.

Obtains written consent for the release of information to secure insurance and governmental benefits in order to file for reimbursement.

Works in close liaison with representatives or officials of the Social Security Administration, Railroad Retirement Board, Veterans Administration, Welfare Department and other governmental agencies to obtain information and cooperation concerning the use of benefits for care and maintenance, personal needs and funds for rehabilitation and burial purposes.

Communicates with relatives, employers and other individuals for information concerning assets, insurance and other financial resources in order to determine ability to pay.

Responds to inquiries either by correspondence or personal call on questions relating to payment for hospitalization or other services in order to expedite payment.

Contacts banks, savings and loan associations, insurance companies and fraternal organizations for financial resources that are available for care and maintenance charges in order to determine a patient or guardian's ability to pay.

Determines the specific amount to be charged for each patient's care based on investigation findings and prescribed procedures, in order to obtain a fair level of reimbursement for the state.

Investigates financial eligibility for patient participation under federal funding programs in order to obtain reimbursement for services.

Supervises clerical staff in the processing of payments and trust account transactions in order to ensure compliance with established procedures.

Hires, trains, evaluates, promotes and fires clerical staff in order to maintain an adequate level of performance.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: Financial Responsibility Division regulations and policies pertaining to reimbursement functions; regulations as they pertain to benefits available to patients through social security, railroad retirement, veterans administration, Health & Human Services Dept., insurance and other sources; probate court and estate records relating to the evaluation of available resources.

Ability to: understand, interpret and explain Financial Responsibility policy, rules, procedures, and requirements as they pertain to the reimbursement program; select competent clerical staff for employment; effectively discipline and/or fire clerical staff.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: general business practices and of effective methods of conducting interviews and investigations; accounting and/or bookkeeping procedures; general procedures, techniques and records involved in billing and collection activities;

Ability to: ascertain facts by personal contact, interviews and by checking official records and documents; develop and maintain effective working relationships with other employees and the general public; train, evaluate and promote clerical employees.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Post high school coursework/training in accounting, management or business administration and experience in credit investigation, debt collection and/or experience in obtaining payment for medical services for a hospital or other large health care facility. Supervisory experience is highly desirable.