**Job Title:** HCF Benefits and Claims Representative

**Section:** Healthcare Fund Services

**Reports To:** HCF Services Manager

**Auth’d. Position #:** (Grade 4 to 6: 10,000 to 21,551)

**Prepared By:** Administrator

**Prepared Date:** April 1, 2024

**Approved By:** HCF GC

**Approved Date:** April 25, 2024

**SUMMARY**

The principal duties and responsibility of this position is to provide benefits and claims information to MOH personnel and inquiring customers, to maintain information records for the purpose of providing up-to-date reference files, and to process deductions from medical savings accounts for outpatient services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Enrollment processing for members and beneficiaries
* Responsible for processing and clearance for check printing of all medical savings accounts to pay for:
  + Outpatient services at all MSA participating providers
  + BNH IP claims
  + Co-payment for NHI-covered patients upon discharge
* Receive and review NHI insurance claims submitted by an HCF approved off-island medical provider; Ensure claims thoroughly reviewed by HCF Utilization Reviewer and approved for payments;
* Liaise with HCF Utilization Reviewer to process complex claims;
* Review and investigate medical claims submitted by individual insured members and liaise with MRC for medical referral approval;
* Review and adjust NHI referral for collection or refund;
* Responsible of maintaining the government subsidy program list and generate quarterly report and request for payment of government subsidy premiums;
* Responsible of the NHI overage dependent report and notification to members; the generation of PPEF report and reimbursement of the fees to HCF;
* Responsible for the monthly verification and payment of MSA foreigner’s refund;
* Responsible for the monthly verification and payment of MSA authorized payment for secondary health insurance premiums;
* Responsible for explaining HCF program benefits and policy requirements to patients and inquiring customers.
* Participates and coordinates scheduling and materials for HCF outreach meetings, workshops, and/or seminars.
* Provide backup in the event of the HCF Billing Representative’s absence.
* Perform other tasks as assigned by the Healthcare Fund Services Manager or the Social Security Administrator.

**SUPERVISORY RESPONSIBILITIES**

No.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Must have at least a two-year degree in Office Administration, Business Administration, Accounting, or equivalent work experience. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must have strong writing skills. Must be public oriented, have well-developed oral communication and inter-personal skills. Must read and speak English and Palauan.

**MATHEMATICAL SKILLS**

Must possess the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Must be detail oriented and possess the ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None.