**Job Title:** HCF Billing Representative

**Section:** Healthcare Fund Services

**Reports To:** HCF Services Manager

**Auth’d. Position #:** (Grade 3 to 4: 9,000 to 17,960)

**Prepared By:** Administrator

**Prepared Date:** April 1, 2024

**Approved By:** HCFGC

**Approved Date:** April 25, 2024

**SUMMARY**

The principal duties and responsibility of this position is to process deductions from medical savings accounts for outpatient services, as well to assist patients with inquiries regarding HCF program benefits and policy requirements.

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

* Responsible for processing deductions from medical savings accounts to pay for services at Belau National Hospital’s Outpatient Department and approved participating Private Clinic Health Providers
* Responsible for ensuring that all HCF Rules and Regulations and/or polices are adhered to, including but not limited to the following: Priority of Order of MSA Deductions, Deadline for Submission of Enrollment and Effective Date of Beneficiaries’ Coverage , and Effective Date of NHI Coverage
* Responsible for explaining HCF program benefits and policy requirements to patients and inquiring customers
* Responsible for verifying daily MSA deduction report at the end of every day
* Provide backup in the event of the HCF Benefits and Claims 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, Accounting or equivalent work experience. Must be computer literate with knowledge of Excel, Word, and other related office software.

**LANGUAGE SKILLS**

Must be public oriented, have well-developed communication, and interpersonal 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.