



IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-02-10-1115	Accounts Receivable Clerk	
<i>Department</i>	<i>Position Reports to:</i>	<i>Location</i>
Finance	Finance Manager	H.H. Williams Memorial Hospital

PURPOSE OF THE POSITION

The position provides Accounts Receivable Services covered under, T.H.I.S Act, WSCC Act, Reciprocal Billing Agreement, Non-insured Health Services Agreements (NIHB), Metis Health Benefit Agreements and Hay River Health & Social Services Authority (HRHSSA) policies and procedures to ensure billing and collection occurs in a timely and accurate manner. Provide medical billing services to ensure complete and accurate documentation for physician services rendered for outpatient, inpatient and office visits. Provides cashier duties for the HRHSSA (including H.H. Williams Memorial Hospital, HRHSSA Medical Clinic, Woodland Manor and Supportive Living) as the central receiver of cash for operations, capital, donation and patient trust funds, ensuring that receipts are recorded and deposited in the bank in an accurate timely manner.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation

which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The position reports to the Finance Manager in the Finance Department, located in the H.H. Williams Hospital. The incumbent prepares accounts receivable billings and receipts amounting to approximately 2 million per year. This involves processing ~1700 invoices, and ~2000 receipts per annum, for an accounting system with 55 cost/revenue centers. The Accounts Receivable clerk provides direction to other related departments with regard to billing requirements, and is the primary contact for accounts receivable enquiries.

RESPONSIBILITIES

- 1. Provide Accounts Receivable services, in accordance with T.H.I.S Act, WSCC Act, Reciprocal Billing Agreement, Non-Insured Health Services Agreements, Métis Health Benefit Agreements, and the Hay River Health & Social Services Policy and procedures, to ensure that revenue is billed, collected, and recorded in a prompt, accurate and complete manner.**

Main Activities:

- prepares invoices for services and enters them in the Virtuo Accounts Receivable System, ensuring timeliness, and correct account coding.
- receives cash and other funds and prepares all required receipts and enters in cheque register binder
- enters receipts to the Virtuo Accounts Receivable system, ensuring, timeliness, and correct account coding.
- enters credit notes into Virtuo after obtaining written approval from the Director of Finance to make adjustments
- distributes statements, follows up with outstanding accounts and collection procedures in accordance with the HRHSSA policies and Departmental procedures (SAARSO)
- Sets up new customers in Virtuo, requests Finance Manager to set up new service codes and guarantors
- prepares accounts receivable reports and balances the sub-ledger to the General Ledger monthly.
- answers enquiries regarding billings, receipts, or collection notices, obtaining the necessary information from the related departments.
- maintains filing systems for the reports of the system, such as, postings, imports, exports, monthly aged lists of Accounts Receivable, to ensure ease of access, security, and protect the confidential nature of the documents.
- monthly reconciliation of Accounts Receivable, Donation, Patient Trust Accounts and trust bank account.

- distributes Telephone system long distance reports to managers and collects for any calls of a personal nature.
 - Assists with special projects or account analysis as required.
- 2. Assists with the physician billings through the ICORE Program, ensuring accuracy, completeness and timeliness of processing.**

Main Activities

- Registration of the physician through the Department of Health and Social Services and the GNWT in order to process physician billings through the ICORE program.
 - Register doctor fee codes and doctor fees through ICORE
 - Follow-up on weekly submissions to ensure billings are accepted
 - Correction of data as required
 - Data enter the source documents (billing cards and patient forms) in the ICORE Program in a timely, accurate and complete fashion
 - Assigns physician fee code to Out Patient forms (OPD), Hospital Admission and Separation Forms (IP) and Clinic Daysheets.
 - Data enter all relevant data including the appropriate physician code and ICD code into ICORE
 - Receive detailed pay-run reports from the Department of Health in Inuvik outlining the amounts paid based on data entry
 - Reconciles claims submitted to claims paid and deals with discrepancies.
- 3. Provides cashier duties for the Health Authority as the central receiver of cash for operations, capital, donation and patient trust funds, in accordance with the Financial Administration Act, and the HRHSSA policy and procedure, to ensure that cash is recorded and deposited in a prompt, accurate and complete manner.**

Main Activities:

- processes all receipt of cash through the Virtuo Accounts Receivable software
- accepts and verifies monies received from various sources; records moies received in the cheque register binder.
- takes deposits to the bank on a relief basis
- operates the debit/visa machine and closes/reconciles the machine on a daily basis
- reconciles deposits and receipts monthly.
- works with other departments to ensure cash is received by the finance department in a timely manner.

4. Manages Petty Cash Accounts in accordance with HRHSSA policy and procedures to ensure accuracy, and control

Main Activities:

- maintains file of authorizations.
 - verifies account balances at quarter end.
 - manages the list of individual custodians of petty cash funds that will reconcile with the General Ledger Account.
- 5. Maintains Patient Trust Accounts in accordance with HRHSSA policy and procedures to ensure accurate, complete and prompt client service**

Main Activities:

- process receipts and payments in the Virtuo Patient Trust module
 - process requests for money from Patient Trust Accounts, ensuring adequacy of funds and appropriate authorization
 - reconcile bank account and sub ledger account with general ledger monthly
 - prepare weekly statements and transaction reports for distribution.
- 6. Provides relief services to the accounting clerk as required by processing invoices and cheques through the Virtuo Accounts Payable System.**

Main Activities:

- Enter invoices into the Virtuo Accounts Payable system
- Makes payments for invoices due

Position Role in Client & Staff Safety:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

Ability to understand basic accounting concepts and procedures, in order to complete work correctly, detect and correct problems, and to interpret financial reports.

Ability to interpret the billing implications of agreements and contracts. (N.I.H.B. and Out of Territory Agreements).

Good verbal and written communication skills in order to effectively deal with staff, clients, third party agencies and other health HRHSSAs.

Ability to use computerized spreadsheet, word processing and accounting software tools.

Ability to work independently with minimal supervision, and also work well in teams. Ability to cross train with others in the finance office to facilitate backup coverage and promote maximum mobility.

This level of knowledge, skills and abilities are normally obtained through the completion of a first level of a recognized post secondary Accounting Program, and 2 years experience in a computerized accounts receivable environment, preferably in a health environment.

WORKING CONDITIONS

Physical Demands

Computers are a primary tool and 5 hours each day will be spent on data entry or related accounting, spreadsheet, or word processing programs.

Environmental Conditions

The incumbent shares an office with other co-workers. The office is very small and there is a high level of disturbance since there is no privacy or sound proofing to separate office areas.

Sensory Demands

The complexity of physician and HRHSSA billings requires attention to detail and high levels of concentration.

Mental Demands

Requires high levels of concentration, in an environment of frequent interruptions.

There is significant level of disturbance/noise from the other office workers, due to deficiencies of office space.

CERTIFICATION

Position Number: U-02-10-1115

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Deputy Head/Delegate Signature</p>	<hr/> <p>Date</p>

I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

Revised November 4, 2002

November 2004 – editorial changes only

November 2009 – editorial changes only

Revised March 17, 2011

August 2011 – Scope

August 2014 – scope

September 2017 – scope, logo, commitment statement