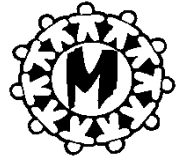




OAHU REGION HAWAII HEALTH SYSTEMS CORPORATION



VACANCY ANNOUNCEMENT CONTINUOUS RECRUITMENT UNTIL NEEDS ARE MET

DATE POSTED: APRIL 30, 2019
JOB TITLE: PATIENT ACCOUNT REPRESENTATIVE IV
(Casual Hire, 89 day appointment, No benefits, Full-time)
RECRUITMENT NO: OR 06-19
JOB LOCATION: MALUHIA, KALIHI, KAPALAMA, PALAMA, OAHU*
SALARY RANGE: \$20.68 per hour (SR-17)

Position may be extended or converted to Temporary with Management Approval.

DUTIES: The Patient Account Representative is responsible for performing a broad spectrum of highly complex procedures in billing and collection such as determining credit status, arranging for payment and credit and collecting delinquent accounts through extensive follow-up.

***The incumbent of this position may also provide services at Leahi Hospital.**

MINIMUM QUALIFICATION:

General Experience: Two (2) years typing, stenographic, clerical work, cashiering, data input, customer service skills or any combination of these experiences which duties demonstrated knowledge of English grammar, spelling, arithmetic, standard office equipment; and the ability to read and understand oral and written instructions, carry out procedures in clerical work systems, speak and write simply and directly, observe differences in copy and proofread words and numbers quickly and accurately, and operate various kinds of office equipment; and ability to deal effectively with others in eliciting information and providing service.

Specialized Experience: Three (3) years work experience performing medical billing and collections in a hospital, long term care facility, outpatient clinic or clinic setting; interviewing patients and/or responsible persons to secure financial information, arranging for method of payment an extension of credit, and determining financial status; reviewing accounts for delinquent payments and contacting payer to seek payment.

ALL JOB VACANCIES WILL BE POSTED FOR A MINIMUM OF TEN (10) CALENDAR DAYS

An Equal Opportunity Employer

LEAHI HOSPITAL - 3675 KILAUEA AVENUE - HONOLULU, HAWAII 96816 - PHONE: (808) 733-8000
FAX: (808) 733-7914

MALUHIA - 1027 HALA DRIVE - HONOLULU, HAWAII 96817 - PHONE: (808) 832-3000 - FAX: (808) 832-3897
ORA-(A)-031: 9/15

QUALITY OF EXPERIENCE: Possession of the required amount of experience will not in itself be accepted as proof of qualification for the position. Overall paid or unpaid experience must have been of such scope and responsibility as to conclusively demonstrate that you have the ability to perform the duties of this position. Provide a detailed description of your duties and responsibilities. If you worked on a part-time basis, indicate the average number of hours worked per week. Please note that experience will be based on a 40-hour workweek.

Note: We will not postpone the recruitment process because of your failure to provide accurate and complete information concerning your qualifications.

MERIT OR CIVIL SERVICE SYSTEM: Applicants must meet the minimum qualification requirements, including education, experience, other public employment requirements for State Civil Service employment, and HHSC Standards of Fitness. Only those applicants that are scheduled for an interview with the hiring manager will be contacted. Applications will be kept active for six (6) months.

CITIZENSHIP AND RESIDENCE REQUIREMENT: Applicants must be eligible to work in the U.S. and at the time of appointment intend to reside in the State of Hawaii during the course of employment with the Hawaii Health Systems Corporation.

VETERAN'S PREFERENCE: If you are claiming Veteran's Preference, you must submit a copy of your DD214 and/or other substantiating documents specifying the periods of your service.

PHYSICAL/MENTAL REQUIREMENTS: Applicants must be able to physically and mentally perform efficiently the duties of the position. Qualified applicants with disabilities who can perform the essential functions of the advertised position are encouraged to apply. The Hawaii Health Systems Corporation is committed to making reasonable accommodations on a case-by-case basis. Applicants seeking reasonable accommodation should be ready to discuss the accommodation sought so that a determination can be made that such accommodation is reasonable and would not cause the employer undue hardship.

PHYSICAL EXAMINATION REQUIREMENT: Offers of employment will be conditioned on the results of a complete physical examination, which includes a drug screening. For certain job categories, applicants may be referred to an HHSC-designated physician, rather than the applicant's personal physician of choice. The cost for all physical examinations, except the cost for the drug screening, shall be borne by the applicant and not the Hawaii Health Systems Corporation. The Hawaii Health Systems Corporation shall bear the cost of the drug screening.

CRIMINAL/BACKGROUND, CREDENTIALING CHECKS: Applicable checks will be conducted periodically and any associated costs may be borne by the applicant. If a job offer is made or employment is begun prior to completion of all applicable checks, any offer of employment or continued employment is contingent upon satisfactory return of all required checks.

HOW TO APPLY: Applications are available at the **Hawaii Health Systems Corporation (e.g.);** Human Resources Office, 3675 Kilauea Avenue, Honolulu, HI 96816. You can call (808) 733-8067, (Voice/TT), Toll Free (800) 845-6733, e-mail: oahujobs@hhsc.org or visit our website at www.hhsc.org. Application hours are: 8:00am to 3:30pm at which time applicants are able to complete an application and have their application reviewed by the facility Human Resources Office. Only applicants that have been through a Human Resources (HR) applicant screening process will be considered for an interview with a hiring manager. Applications for announcements with a deadline date must be on file no later than the last day to file applications. Applications for announcements with "Continuous Recruitment Until Needs are Met" will be accepted as long as there are vacancies. Inactive/filled announcements will be taken off the HHSC website.

STEPS TO AN ADMINISTRATIVE REVIEW, SUBSEQUENT APPEALS: If you do not agree with a decision made by the Employment Office as to your non-qualification or non-selection for a position, you may complete a Request for Administrative Review form (available on the HHSC website) or you may submit a written request within twenty (20) days from the date of your sent notice to the Regional Chief Executive Officer/Designee. Your letter requesting the Administrative Review must include 1. The job title(s) and recruitment number(s), 2. the specific reason(s) you are requesting the review noting if there is a statute or rule violation, and 3. any additional information you want to submit to substantiate your request. **If you do not submit your request within the twenty (20) days deadline, no Administrative Review will be conducted.** Since the Administrative Review is a prerequisite to subsequent steps, failure to utilize this process will make you ineligible for subsequent appeals. The administrative review, formal complaint and/or appeals hearing will not necessarily postpone the recruitment process and/or rescind a selection.

If you do not agree with the Administrative Review, you may file a Formal Complaint and then, if you are still not satisfied, you can appeal to the HHSC Merit Appeals Board.

PERSONS WITH DISABILITIES MAY CONTACT THE EMPLOYMENT OFFICER, HAWAII HEALTH SYSTEMS CORPORATION AT (808) 733-7909 (TTD) TO DISCUSS SPECIAL NEEDS IN APPLYING.