

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Claims Clerk

Class Code: 20153
Pay Grade: GD

A. Purpose:

Monitors and maintains the voucher, claims, and billing processes by providing record keeping support such as receipting in money, recording figures, reviewing documents for accuracy, coding, receiving vouchers and claims for payments, and calculating and compiling data for reports to ensure accuracy and efficiency of documents and account balances.

B. Distinguishing Feature:

The Senior Claims Clerk directs, monitors, codes, reviews, and verifies claims, vouchers, and billing processes.

The Accounting Assistant follows established operating procedures to maintain accounts payable and receivable; record revenue, make deposits, and balance checking accounts; distribute costs to various grants and programs according to assigned coding; monitor fund sources and report shortfalls to managers; and report daily transactions.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Examines a variety of documents such as client/agency direct vouchers, billing systems, invoices, inventory, and authorizations to ensure that all required information is provided and standard operating expenditure rules and procedures are followed.
 - a. Checks direct and receiving vouchers for correct name, address, invoice numbers, dates, extensions, and approval signatures and checks stock received tickets against vouchers.
 - b. Examines and codes requisitions, payrolls, vouchers, bills, account transactions, or other forms and reports for accuracy of coding and supporting documents.
 - c. Resolves weekly pending inpatient and outpatient claims according to the instruction book.
 - d. Reviews reports of denied claims and obtains selected claims for review by supervisor.
 - e. Manually reviews all daily problem claims as detected by computer and resolves according to written instructions.
 - f. Examines, codes, and enters stockpile warehouse receipts, issues, transfers, adjustments, and assists field offices to provide accurate stockpile transactions and records.
 - g. Examines, audits, and encodes time sheet data into Time Sheet Program to provide an accurate accounting of payroll and project data.
 - h. Provides technical assistance to field staff and vendors to ensure accurate documents are produced.
 - i. Processes claims to ensure they are paid promptly and according to guidelines.
2. Verifies computer system edits and corrects normal errors to ensure all entries are accepted by the computer and are error free.
 - a. Adjusts accounts by correcting errors on input documents.
 - b. Resubmits reports rejected by the computer and resolves errors in the figures on the reports.
3. Posts itemized costs of programs and projects in ledgers and maintains balances to provide accurate and up-to-date account records.

- a. Receipts in money to ensure accurate up-to-date account fund balances.
 - b. Maintains a continual cash receipt verification and balancing log between cashiers and computers for all payment penalties, and interest received and posted.
 - c. Posts to journals and ledgers and reconciles with monthly computer data.
4. Creates, maintains, and monitors information to ensure accurate records are kept.
 - a. Interprets and extracts information to build a record.
 - b. Records deposits, transfers, and withdrawals.
 - c. Responds to inquiries regarding records.
 5. Compiles information and data to be used in statistical and financial reports to support budget preparation and program planning.
 6. Performs other work as assigned.

D. Reporting Relationships:

Typically this position does not supervise, but may provide training and work direction to new and existing claims staff.

E. Challenges and Problems:

Challenges include ensuring that employees, clients, and/or vendors receive payments in a timely manner; preventing overpayment or underpayment to recipients, learning and understanding the various sources that are payable or non-payable under certain South Dakota programs; ensuring the proper processing of all documents; keeping the field staff that complete vouchers and authorizations informed of proper procedures which change often due to state and federal mandate; and meeting specific deadlines for completion of claims as failure to do so would mean a client/agency not being paid on time.

Problems include learning the coding structures used for state and federal funds; dealing with providers who do not understand the need for accuracy in billings; and resolving incorrect or incomplete information problems with vendors, billing system, clients/agencies, and field staff.

F. Decision-making Authority:

Decisions include assigning expenditure codes to a variety of vouchers, claims, and deposits; determining priority of work load; ensuring proper documents are provided; ensuring all vouchers and billings meet state requirements for payment; determining when to run billings; returning vouchers that are in error; when to telephone or write for additional information; and recommending cancellation of licenses.

Decisions referred include equipment purchases over a set amount; authorizations in excess of standard amounts; approval of contracts; decisions regarding policies and procedures; changes in program codes; cancellation of licenses; late fee charges for returned checks; waiving a late fee; extending student fee payments; and unusual or questionable expenditures.

G. Contact with Others:

Daily contact with employees, clients/agencies, vendors, students, and patients to advise, verify, obtain, or relay information regarding documents and vouchers being processed.

H. Working Conditions:

The incumbent works in a typical office environment. If employed in an institution, the incumbent may have contact with patients, inmates, or individuals that may become angry or hostile.

I. Knowledge, Skills and Abilities:

Knowledge of:

- arithmetic sufficient to add, subtract, multiply, divide, and calculate percentages;
- basic bookkeeping practices;
- English grammar, spelling, and punctuation;
- voucher and claims preparation and processing practices and procedures;
- computerized software;
- filing systems and the maintenance of office records.

Ability to:

- make mathematical calculations rapidly and accurately;
- understand and apply instructions;
- comprehend, properly apply, interpret, and explain department fiscal policies and state statutes and rules to others;
- communicate information clearly and concisely;
- compare information and recognize discrepancies;
- use a calculator and computer and learn applicable accounting software;
- exercise tact and discretion in dealing with others.