

City and County of San Francisco



Department of Human Resources

Edwin Lee
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: February 5, 2016

Re: **Notice of Proposed Classification Actions –Final Notice No. 56 FY 15/16 (copy attached).**

Pursuant to completion of discussion with SEIU 1021 regarding this classification action, the classification action contained in the above referenced notice became effective February 5, 2016.

Micki Callahan
Human Resources Director

by: _____

A handwritten signature in black ink, appearing to be "Steve Ponder", written over a horizontal line.

Steve Ponder
Classification and Compensation Manager
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Drew Murrell, Controller/ Budget Division
Alex Koskinen, Controller/ Budget Division
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 56
Fiscal Year: 2015/2016
Posted Date: 12/22/2015
Reposted Date: 01/28/2016

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	1637	Patient Accounts Clerk

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Rich David, Senior Classification and Compensation Analyst, at (415) 557-4965 or by email at Rich.David@sfgov.org.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

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**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: Patient Accounts Clerk

Job Code: 1637

INTRODUCTION

Under general supervision, collects payments on delinquent accounts for services that have been rendered to patients of the Department of Public Health Services of the City and County of San Francisco;

DISTINGUISHING FEATURES

This classification differs from the classifications of 1635 Health Care Billing Clerk I and 1636 Health Care Billing Clerk II in that the subject classification is not responsible for actual billing for reimbursement. Rather, the 1637 Patient Accounts Clerk monitors the work of Billing Clerks by following the individual accounts through to completion and making sure that all the billing recommendations have been followed. This requires knowledge of the procedures used by the Health Care Billing Clerk I and II classifications.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Reviews and edits bills and claims to make sure the information is accurate and complete.
2. Collects payments on outstanding accounts for which tracers have already been sent according to predetermined schedules.
3. Performs the more technically difficult or complicated billing, accounts receivable, or collections work of the unit, including preparing spreadsheets on more difficult accounts.
4. Compiles information and prepares all documents for transferring outstanding accounts to the Bureau of Delinquent Revenue of the Tax Collector's Office following procedures as specified in the City Charter.
5. Handles specialized accounts, such as the "full bill" accounts in which payments are made directly by the patient rather than by a third-party payer and accounts involving lawsuits and estates.
6. Is involved in considerable contact with patients, physicians, insurance representatives and other for the purpose of collecting payments.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Complex government and commercial regulations applicable to billing for reimbursement; priority of billing Medicare and Medi-Cal based on the patient's types of coverage; accounts receivable procedures; credit interviewing techniques; legal requirements

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for transferring accounts to the Bureau of Delinquent Revenue and basic concepts of Electronic Data Processing.

Ability and Skill to: Perform accurate mathematical calculations; interpret complex laws and regulations; exercise judgment in determining follow-up actions; communicate effectively orally and in writing; establish and maintain effective working relationships; use a 10-key adding machine; and use a personal computer to enter and update data, create documents and use system applications, e-mail, spreadsheets, and word-processing software.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

Two years of experience using Universal Billing and/or CMS/HCFA 1500 Forms to bill and/or collect medical claims from Medi-Cal (Medicaid), Medicare, third-party payers, and individual payers in a hospital or healthcare system within the last five (5) years.

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 1663 Patient Accounts Supervisor

From: 1636 Health Care Billing Clerk II

ORIGINATION DATE: 10/02/1979

AMENDED DATE: 02/05/2016

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: Patient Accounts Clerk

Job Code: 1637

REASON FOR AMENDMENT

To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S):

COMMN SFMTA