

# TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

## Inclusion Through Diversity



## OPEN TO THE PUBLIC

Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

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**TITLE:** Billing Coordinator / Systems Administrator

**EXAM NO:** 66700

**SALARY:** \$26.80 per hour - 2018 Hire Rate

**EXAM DATE:** 10/13/18

**ISSUE DATE:** 08/16/18

**THE FINAL DATE TO FILE APPLICATIONS:** 08/31/18

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 10/14/18

**RESIDENCY:** Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

**THE USE OF QUIET HAND-HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.**

### **LOCATION OF POSITIONS/VACANCIES:**

There is currently one vacancy in the title of Billing Coordinator/Systems Administrator located at the Tompkins County Health Department. The eligible list resulting from this open competitive examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list.

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree **AND** three years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (b) Graduation from a regionally accredited or New York State college or university with an Associates in Applied Science degree **AND** five years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** seven years of full time paid (or the equivalent part-time and/or volunteer) experience in office management and senior level billing or electronic health record management in a healthcare related field; **OR**

(d) Any combination of training and experience equal to or greater than that described in a, b, and c above;

**NOTE:** A degree in Healthcare Management, Health Information Management, Business Administration, or Business Management is preferred but not required.

**DISTINGUISHING FEATURES OF THE CLASS:**

This is a position reports directly to the Public Health Director or his/her designee and involves a high level of autonomy and independent responsibility for the coordination of the medical billing for the physical and behavioral health units, and for performing structured system administration duties as related to the maintenance and configuration of the primary electronic health record system. The incumbent is responsible for coordinating medical billing and medical claims management. The incumbent is responsible for statistical record keeping and reporting. The work is performed under the general administrative direction of the Public Health Director or his/her designee and exercises a high level of autonomy. The incumbent is responsible for overseeing day-to-day management of office and supervising assigned non-technical staff. The incumbent will exercise considerable autonomy and independent judgment in accordance with policies and objectives directed and outlined. The incumbent acts as a liaison with a variety of other divisions, departments and agencies and will report data both internally and externally. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

**Priorities**

- Coordinates and monitors the submission of medical claims to various agencies;
- Supervises and coordinates the billing staff;
- Maximizes revenue generation;
- Reports and analyzes fiscal data;
- Monitors and maintains insurance contracts;
- Responsible for administration of the agency's electronic health record;

**Coordination of Medical Coding and Billing**

- Coordinates and monitors the submission of medical claims to various government and private health insurance agencies;
- Supervises the billing staff; Maximizes revenue generation;
- Reports and analyzes fiscal data;
- Evaluates fiscal policies and procedures and implements changes based on regulation and best practice;
- Monitors and maintains contracts, provider and division enrollments, and relationships, with government and private health insurance agencies;
- Proactively remains informed of changes occurring in value based payments, medical coding, and the billing environment by accessing available trainings and information releases;

**Electronic Health Records System Administration**

- Responsible for ongoing, limited end-user system administration of an outsourced, vendor-supported electronic health records system, including limited system configuration as required to make changes, updates, or improvements to the system;
- Facilitating staff training;
- Maintains formal written records of user-defined electronic health records system configuration specifications;
- Interfaces with the outsourced electronic health record system's Help Desk and developmental/project staff to resolve technical issues and/or apply updates and upgrades in a manner that limits operational impacts;

**Billing Staff Management**

- Coordinates the billing staff in the timely claim's process for medical and behavioral health;
- Ensures that revenues are maximized and accounted for;
- Coordinates the preparation of or directly prepares a variety of accounting, statistical, and narrative reports as required; Creates policies and procedures to address billing and regulatory demands;
- Responsible for interviewing, making recommendations on hiring of non-technical staff, training, supervision, and performance evaluations of office staff;
- May provide training on office operation, with emphasis on computer-related usage and database management;

## Other

- Responsible for IT management such as inventory tracking, ordering equipment, requesting repairs, assisting IT with resolving information systems issues, and assessing future needs of a department or agency.

### **KNOWLEDGE SKILLS AND PERSONAL CHARACTERISTICS:**

- Good knowledge of current business administration and fiscal procedures, practices, terminology, and techniques;
- Thorough knowledge of management information systems and computer operations, including database, spreadsheet and word processing applications;
- Good knowledge of health care financial matters including insurance and related reimbursement systems;
- Thorough knowledge of office terminology, procedures and equipment;
- Thorough knowledge of business arithmetic and English;
- Strong ability to define priorities, establish good teamwork, and evaluate the work of others;
- Ability to analyze, prepare, format and present data in a variety of complex statistical reports;
- Possess strong leadership and supervisory skills;
- Ability to prepare and present ideas clearly and concisely, both orally and in writing;
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
- Ability to define priorities, establish good teamwork, and evaluate the work of others
- Ability to understand and carry out complex verbal and written instructions;
- Ability to perform close detailed work involving considerable visual effort and strain;
- Good judgment in solving complex problems;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

**PHYSICAL, MENTAL, AND ENVIRONMENTAL DEMANDS:** The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, handle, or feel objects, manipulate tools, or controls, and reach with hands and arms. The employee is required to see, walk, talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort. Vision abilities required by this job include close vision and the ability to adjust focus to a mid-range. The employee's physical and mental condition shall be commensurate with demands of the position, either with or without reasonable accommodation. Psychological demands are moderate for this position. Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation with contract agencies, municipalities and throughout the organization. Internal contacts will be with department heads, deputies, unit heads, and administrative support staff across the departments and divisions of Health and Mental Health and will require professional collaboration on overlapping projects. External contacts are with professional associates, liaisons, community groups and involve the development of professional networks and the successful implementation of programs assigned. There is minimal exposure to patients or clients. The work requires minimal physical effort and the work environment provides minimal exposure to risk or disagreeable conditions.

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### **SCOPE OF THE EXAMINATION AND EXPANDED SUBTEST DESCRIPTIONS:**

#### 1. Evaluating conclusions in light of known facts

These questions will consist of a set of factual statements and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

#### 2. Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

### 3. Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

### 4. Understanding and interpreting tabular material

These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

### 5. Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available online at: <https://www.cs.ny.gov/testing/testguides.cfm>

## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850