

Position: **Benchmark Job #405**

Ministry: Health

Working Title: **MSP Benefits Administrator**

Branch: Registration and Premium Billing

Level: Range 11

Location: Victoria

NOC Code:

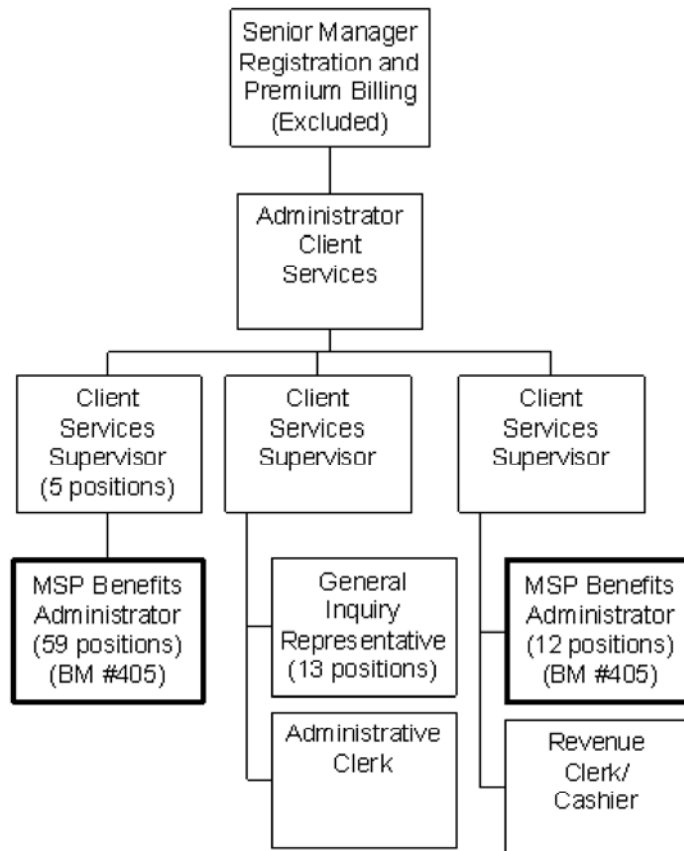
PRIMARY FUNCTION

To assess eligibility for medical coverage under the BC Medical Services Plan (MSP) and initiate coverage and respond to inquiries from the public and other agencies.

JOB DUTIES AND TASKS

1. Assess eligibility for MSP coverage and other benefits programs
 - a. assesses information provided in person and on applications, correspondence and other documents and applies MSP regulations, policies and legislation to assess eligibility for coverage by MSP and other benefits programs such as Premium Assistance and Temporary Premium Assistance
 - b. determines effective dates for coverage
 - c. grants Temporary Premium Assistance based on financial hardship
 - d. determines courses of action regarding suspected fraudulent applications to accept or refer to supervisor with prepared case summaries
 - e. calculates premium rates and arrears and sets up payment plans
 - f. monitors system generated lists showing outstanding debts or overpayments and determines if action is to be taken
2. Respond to MSP registration and premium billing related inquiries received by phone, written correspondence or in person
 - a. explains billing system encompassing a multi level premium subsidy program within the framework of legislation and regulations
 - b. explains requirements for benefits applications requiring information such as length of residence and immigration and financial status
 - c. provides information to agencies and clients on policies, regulations and procedures such as the Medical Services Act and Regulations and the Inter-provincial Agreement on Eligibility and Portability of Medical and Hospital Benefits
 - d. provides information or redirects client inquiries about health services such as in/out-of-province medical claims, hospital drug and dental benefits and federal initiatives
 - e. prepares responses to inquiries for own signature
 - f. resolves premium billing problems by assessing applications, payments, system generated documents and income tax information and determines appropriate action
3. Maintain MSP information systems
 - a. accesses and changes information about subscribers to MSP
 - b. calculates and prepares premium refund and debit /credit adjustment requisitions

- c. checks money orders and cheques for accuracy
- d. logs payments made by cheque, money order or cash on system and checks data for accuracy
- 4. Performs other related duties
 - a. identifies and follows up on Care Card, computer or billing systems problems referred to other areas
 - b. orients new employees



| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|--------|--|--------|--------|
| 1 | <p>JOB KNOWLEDGE</p> <p>Understand and apply the accepted methods of registration and premium billing to assess eligibility for benefits coverage, calculate premiums and respond to inquiries from clients and other agencies.</p> | E | 145 |
| 2 | <p>MENTAL DEMANDS</p> <p>Judgement required to assess applications for benefits using a combination of Medical Services Plan policies, regulations and procedures for eligibility, resolve billing problems such as premiums, overpayments and arrears and provide information to clients and agencies.</p> | D | 100 |
| 3 | <p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Discretion required to exchange information with clients and agencies to explain billing system and benefit services.</p> | C | 30 |
| 4 | <p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use keyboard to update subscriber database with some requirement for speed to meet deadlines.</p> | C | 15 |
| 5 | <p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by general procedures, selects alternative courses of action to assess eligibility for Medical Services Plan benefits coverage, calculate premiums and provide advice to clients and agencies.</p> | D | 75 |
| 6 | <p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Moderate financial responsibility to assess eligibility for Premium Assistance from well defined criteria.</p> | D | 22.5 |

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|--------|--|--------|--------|
| 7 | RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide support to the subscriber database by assigning premium billing codes. | C | 15 |
| 8 | RESPONSIBILITY FOR HUMAN RESOURCES No responsibility for human resources. | A | 5 |
| 9 | RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to calm Medical Services Plan clients who are upset or angry about benefits decisions. | B | 10 |
| 10 | SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently calculate premiums, overpayments and arrears. | C | 12 |
| 11 | PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to computer screens to resolve billing problems. | C | 12 |
| 12 | SURROUNDINGS Exposure to crowded office setting with background noise almost always. | B | 4 |
| 13 | HAZARDS Limited exposure to hazards from frequent keyboarding. | B | 4 |

Total Points: 449.5

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