

Job Description

Job Title:	Accounting Assistant
Department:	Campus Wellness
Reports To:	Finance Coordinator
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	October 2018

Primary Purpose

The Campus Wellness Administration team serves the University of Waterloo community by supporting Health Services and Counselling Services with effective, efficient, collaborative, client-focused administrative service. The Accounting Assistant is accountable to the Finance Coordinator. The Accounting Assistant is directly involved in the financial functions of Campus Wellness by receiving and processing all payments from clients and related responsibilities. This position is a member of the Campus Wellness Operations team

Key Accountabilities

Revenue Documentation and Tracking

- Ensure Health Services revenue documentation by invoicing and processing payment for medical services
- Ensure electronic and hard copy documentation accurately reflects services rendered and incoming payments
- Accurately and efficiently process and reconcile UHIP Immunization billings for students and their families
- Process Lab billings for all UHIP students and their families in a timely manner and ensure all billings are submitted to Sun Life in the appropriate timeframe
- assist Finance Coordinator with daily and month-end reconciliation
- Assist Accounts Receivable Coordinator with billing (vacation, illness): This includes, but is not exclusive to, billing for all health care visits via:
 - Ontario Health Insurance Plan, and corresponding plans for most other Canadian provinces,
 - Non-OHIP-covered visits covered by 12 additional insurance carriers (e.g. University Health Insurance Plan, the Libyan Scholarship Insurance etc.)
- Directly invoicing clients for services not covered by insurance.
- Invoicing clients and each insurance carrier requires different completion of forms and billing procedures, adhering to differing and strict timelines. All transactions are processed and submitted accurately, adhering to requirements for relevant regulatory bodies (e.g. Ministry of Health, Ontario Medical Association).

High Volume / High Accuracy Billing within strict time constraints

- Approximate annual reconciliation of over \$2,000,000.00 per year. Approximately \$900,000.00 of this yearly amount is Direct or 3rd party billings for students and families.
- Account reconciliation for incoming UHIP and third party cheques (over 2,000 received per month)

Aged Accounts / Outstanding payments

- Maintain and update Aged Accounts, in collaboration with the Accounts Receivable Co-ordinator, by running monthly reports and sending reminders to clients for aged accounts. Investigate

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<p>circumstances for each account (e.g. health card updated, rejected by OHIP or insurance carrier, NSF cheque, etc.) Determine and process next actions (re-send bill to insurance carrier or individual, re-submit to OHIP, write-off, etc.)</p> <ul style="list-style-type: none">• Provide regular reports to Finance Coordinator as required, including data to inform decisions regarding the withholding of marks• Access Quest to withhold marks and transcripts from students with outstanding accounts.
<p>Collaboration</p> <ul style="list-style-type: none">• Build and maintain effective working relationships with clinicians and staff in all of Campus Wellness.• Collaborate on daily basis with Accounts Receivable Coordinator to process incoming University Health Insurance cheques (average of 2,000 monthly).• Collaborate on daily basis with Accounts Receivable Coordinator regarding clients' accounts, presenting a clear and consistent message.• Consult with clinicians directly as needed to verify billing accuracy.• Collaborate closely with Finance Coordinator to convey billing practice changes to clinicians as required for clinic optimization and Ministry accuracy.• Assist Finance Coordinator in preparation for month-end reconciliation.
<p>Student-focused Customer Service</p> <ul style="list-style-type: none">• Provide exceptional customer service when interacting with clients regarding their outstanding bills, respectfully negotiating mutually acceptable resolutions• Function as primary back-up for Accounts Receivable Coordinator, billing for OHIP, UHIP and third party, according to peak-time volume, as well as vacation, illness, etc.• Professionally troubleshooting accounts with the client, advising and educating on coverage provisions, escalating situations to the Operations Manager or the Medical Director when necessary.• Keep detailed and concise information notes in the electronic medical records system regarding any changes in payment status, insurance or internal Campus Wellness decisions regarding accounts.
<p>Restricted Drug Forms</p> <ul style="list-style-type: none">• Maintain and process all incoming requests from students for approval for medications not covered by StudentCare; higher volumes at beginnings of terms.• Ensure submitted information meets criteria, is complete and accurate, including previous medications, Drug Identification Numbers (DIN#) etc. in preparation for review by Medical Director, including research with pharmacy and within specific medication databases.• Following approval, contact Sun Life Insurance to relay approved coverage so medication can be added to students' benefits.• Track and record all approved Restricted Drug Forms on spreadsheet, providing reporting to Clinic, StudentCare, FEDS and GSA.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">• Medical Administration diploma (with medical terminology course), health care clinic assistance diploma or equivalent education and experience required.
<p>Experience</p>

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- At least three years' recent experience in a health care facility, preferably post-secondary setting. Recent electronic payment, cash handling and reconciliation experience required.

Knowledge/Skills/Abilities

- Exceptional client customer service approach.
- Extensive knowledge of the Student Supplementary Insurance Plan as well as all of the carriers' insurance plans (includes familiarity with submission forms, plan coverage and fee schedules).
- Understanding of billing and diagnostic codes and their inter-relationship in order to ensure billing accuracy and follow-up.
- Experience with an electronic medical record system, relevant financial/billing modules (currently using Clinic Information System – CIS).
- Excellent interpersonal and communication skills – professional communication and collaboration with clinical and administrative staff; exceptional focus and attention to detail in fast-paced and varied environment.
- Ability to work independently as well as in a team setting.
- Able to navigate and use Sharepoint, scanner, labeler.
- Microsoft Office Suite – intermediate knowledge.
- Working knowledge of Quest in order to verify insurance, withhold marks or transcripts for overdue or write off invoices.
- MS Word – working knowledge
- Excel – working knowledge

Nature and Scope

- **Contacts:** Internal: Collaborates closely with Accounts Receivable Coordinator, receptionists, physicians, psychiatrists, nurses, nurse practitioners, direct supervisor (Finance Coordinator), Operations Manager and Medical Director. Frequent contact with other Campus Wellness staff and Health Services clients. External: UW Financial Services, University Health Insurance Plan (UHIP), StudentCare (SSHIP), Sun Life and other insurance providers, pharmacies and other medical staff (hospital, clinic, labs).
- **Level of Responsibility:** Responsible for areas outlined above.
- **Decision-Making Authority:** This position has final decision-making authority within the scope of the position, applying explicit guidelines and procedures; must be able to work independently with minimal direction.
- **Physical and Sensory Demands:** Possibility for multiple interruptions and competing priorities on daily basis. Involves focusing at workstation for the majority of work time.
- **Working Environment:** Normal to high stress and pressure associated with this level of position. There are multiple tight deadlines beyond one's control and frequent interruptions; volume varies at different times of year. Located indoors in comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients. At times, hours of operation include from 8:00 a.m. to 8:00 p.m. Position requires flexibility to occasionally shift working hours to include evenings.