



# PROMOTION and REASSIGNMENT OPPORTUNITIES

*VARO & OPC, Manila, Philippines*

ANNOUNCEMENT NO.: [2016-01](#)

POSITION : Patient Relations Assistant\*  
LS-0303-5, Target 6  
(1 or more permanent positions)  
**\*This position is budgeted under the Local Compensation Plan**

LOCATION : Outpatient Clinic (Business Office Division)  
US Department of Veterans Affairs  
Manila Regional Office & Outpatient Clinic

SALARY RANGE : P371,626 to P627,305 per annum

OPENING DATE : November 27, 2015

CLOSING DATE : December 15, 2015

AREA OF CONSIDERATION : All Interested Candidates  
**(Philippine Residents only)**

## **MAJOR DUTIES AND RESPONSIBILITIES**

Non-VA medical care is provided to eligible Veterans outside of the VA Manila Outpatient Clinic when the service is not available within the clinic. The Non-VA Medical Care Program Patient Relations Assistant (PRA) provides payment authorization for eligible Veterans to obtain routine outpatient medical services, and certain inpatient services through community providers. PRA coordinates payment with non-VA providers in the community as well as reimbursements to eligible Veterans. PRA interprets physician orders and serves as contact between health care providers and Veterans for health related communication and medical care issues. The incumbent plays a significant role in determining the perceptions Veterans have concerning quality of VA Health Care Services and their individual treatment by VA and Non VA Health Care providers. A high degree of tact and diplomacy must be used when dealing with Veterans who may have multiple health problems and may be frustrated with the payment and/or reimbursement processes. The PRA uses a variety of computer programs (VISTA and the CPRS system), scans, creates/updates Veterans medical records, and maintains accurate cost of care reports and records. The work involves several processes such as recording, reviewing, compiling, and interpreting medical data and information incidental to a variety of patient care and treatment activities. These processes are performed within established time frames and require accuracy, completeness and consistency. The PRA plays a key role in the VHA Network Performance Measures, Customer Service, Access to Care, and overall quality.

### **Authorizer**

PRA is responsible in the processing, issuance and retrieving of results for approved Non VA Care Services and medical reimbursement.

### **Biller**

PRA is responsible for retrieving the bills/invoice, auditing billed services, processing payments and notifications to Non-VA Care facilities and Veterans

### **Medical Records Technician**

PRA is responsible for receiving a incoming documents to the unit, sorting of received files according to classification (admin /medical), urgency (stat/routine); timely uploading of documents to correct Non VA consult orders.

## **QUALIFICATION REQUIREMENTS**

To qualify for this position, a nursing education or other health related degree is preferred. The external applicant must have at least one year specialized experience. Specialized experience is defined as experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to the position to be filled. Specialized experience at this level may be substituted with 4 years above the high school level. To qualify for an LS-5, applicant must have a minimum of 2 years general experience or 1 year specialized experience equivalent to LS-4. To qualify for an LS- 6, applicant must have a minimum of 1 year specialized experience equivalent to LS-5.

Mission employees who are applying must have held their current position with at least 90 days from the closing date of the announcement (Circular 25-10-01).

### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

***Candidates will be required to answer and submit the following KSAs with their application. KSA's responses are evaluated and scored during the selection process.***

Factor 1: Above-average skill in communication, application of interview and counseling techniques.

Factor 2: Knowledge of medical terminologies, disease condition, medical procedures and treatment management.

Factor 3: Skill in operating office equipment, typing speed of 45 wpm.

Factor 4: Ability to work under pressure with minimal or no supervision.

Factor 5: Ability to adapt and adjust to the various demands of a constantly changing work environment

### **HOW TO APPLY**

Applicants must submit the following documents:

- Cover letter that describes the applicants' eligibility and qualification and knowledge, skills and abilities that the applicants possess.
- Resume with complete experience and education details. Any other documentation (copies of diploma, transcript of records, current licenses, copy of trainings, awards etc.) that addresses the qualification requirements of the position as listed above.
- Candidates should submit a narrative statement with specific responses to the required Knowledge, Skills, and Abilities (KSA).
- VA Form 5-4078, Application for Promotion or Reassignment, indicating the position series and lowest grade level for which you wish to be considered (for VA Manila and Manila Mission employees only);
- VA Form 5-4667b, Supervisory Appraisal of Employee for Promotion **or** a copy of the latest JF-50/EPR - Employee Performance Report (for VA Manila and Mission employees only).
- Nepotism Form.
- Applications should be submitted electronically only (**via e-mail**) to [vamanilahrm@va.gov](mailto:vamanilahrm@va.gov) (please send as Word/PDF attachment). For more information pertaining to this announcement, please call 550-3970. Applications must be received by the Human Resource Office no later than 4:00 p.m. on the closing date **December 15, 2015**.

### **SELECTION PROCESS**

When equally qualified, U.S. Veterans will be given preference. Therefore, it is essential that the candidate addresses the required qualifications above in the application. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. U.S. citizen applicants must attach a copy of their Alien Certificate of Registration, Immigrant Certificate of Residence or a Certificate of recognition as a dual citizen to be considered eligible for the position.

### **EQUAL EMPLOYMENT OPPORTUNITY**

The Department of Veterans Affairs is an equal opportunity employer. Actions to fill this position will not be based on discriminatory factors that are prohibited by law. Selection will be made without regard to race, color, religion, sex, national origin, political affiliation, marital status, physical handicap, age, membership or non-membership in an employing organization, personal favoritism or other non-merit factors.

**RimaAnn O. Nelson**  
Director