

INTER OFFICE MEMO

TO: Jim Williams **AT:** Purchasing **DATE** 12-06-72
FROM: Frazier Sinclair **AT:** Mail Dept.
SUBJECT: Position Questionnaires

The attached position questionnaires are for our Incoming Medicare Mail Processing and our Incoming Blue Cross and Blue Shield Mail Processing.

As you know, during the last year several additional duties have been added to these jobs.

With each special group enrolled and with each new government program administered we have to train our personnel to process this new mail.

I feel, due to the added responsibilities each year on this job and the knowledge required to properly code and screen our incoming mail we must up-grade this job to maintain experienced qualified personnel.

We currently have the largest incoming mail processing department in Jacksonville, processing over nine million pieces of mail per year.

To my knowledge our Incoming Mail Processing clerks do more to the mail than any other company in this area.

As you know, we service all operating departments and must stay abreast of all procedure changes and all new departmental mail.

I would appreciate your assistance in submitting these two position questionnaires to the Job Evaluation Committee for consideration.

Sincerely,



Frazier

JFS/mc

POSITION QUESTIONNAIRE

JOB TITLE Incoming Medicare Mail Clerk LOCATION Universal Marion Bldg.
DEPARTMENT Medicare Mail NO. OF EMPLOYEES IN THIS JOB 17
IMMEDIATE SUPERVISOR (Name and Title) Henry Zittrower, Supervisor of Medicare Mail
DATE 12-05-72

1. Major Function (Briefly state job's overall purpose)

To prepare the mail for the key punch operators and the claims examiners. This job requires a complete knowledge of all Medicare claims and all Complementary Coverage claims.

In processing Medicare mail each type of claim must be screened and coded with the appropriate code designating the type of claim.

There are nine (9) unique codes used:

(a) Complementary Coverage	C
(b) I.B.M.	I
(c) Telephone Company	T
(d) Federal Employees	C
(e) Medicaid & Complementary Coverage	X
(f) Medicaid 65	M
(g) General Motors	G
(h) State Employees	S
(i) Georgia Medicaid	G

All mail must be date stamped or Julian date stamped and counted and batched hourly.

All claims are sorted for proper distribution as follows:

1. Assigned (payment to doctor)
2. Unassigned (payment to beneficiary)
3. 1554's (payment to provider of Service Medicare B)
4. Five percent (5%) sampling (sample claims sent to Med. B by SSA)
5. P.A. claims (payment to a group of physicians)
 - (a) Claims beginning with two or more zeros.
 - (b) Claims beginning with two sevens.

2. Specific Duties (Describe the duties of the job beginning with most important. For each duty state frequency, i.e., daily, weekly, or occasionally.)

A. Mail Clerk

1. Opens envelope manually-(large 8½ x 12 size).
2. Removes contents (primarily SSA-1490).
3. Removes excess staples from correspondence.
4. Rearranges correspondence as required. Places all bill forms etc., so that the date listed on them will be visible without further declating.
5. Restaples all correspondence relating to one claim in the extreme upper left corner.
6. Codes claims by inserting the appropriate code designator in area 5.

The nine (9) disignators are:

(a) Complementary Coverage	C
(b) I.B.M.	I
(c) Telephone Company	T
(d) Federal Employees	C
(e) Medicaid 65	M
(f) Medicaid & Complementary Coverage	X
(g) General Motors	G
(h) State Employees	S
(i) Georgia Medicaid	G

Note: Does not code claims which do not have a policy number listed in the extreme right block of line item 5.

7. Visually verifies coding previously inserted.
8. Counts claims.
9. Stamps claim(s) with the Julian date.
10. Takes the bundles to volume count and dispatch desk.

B. Medicare A

1. Opens envelope manually. (Large size 8½ x 12).
 2. Removes correspondence. This will be SSA forms 1453, 1483, and 1453C.
 3. Unfolds correspondence.
 4. Date stamps each copy of the form. With the calendar date in block 23.
 5. Reinserts forms into the mailed envelope.
 6. Sets envelopes aside for delivery.
- Note: There is no volume count or tally of these claims made by the Mail Clerks.

Specific Duties cont.

C. Medicare B

1. Opens envelope manually- (large 8½ x 12 size).
2. Removes contents (primarily SSA-1490).
3. Removes excess staples from correspondence.
4. Rearranges correspondence as required. Places all bill forms etc, so that the date listed on them will be visible without further declating.
5. Restaples all correspondence relating to one claim in the extreme upper left corner.
6. Codes claims by inserting the appropriate code designator in area 5.

The nine designators are:

(a) Complementary Coverage	C
(b) I.B.M.	I
(c) Telephone Company	T
(d) Federal Employees	C
(e) Medicaid & Complementary Coverage	X
(f) Medicaid 65	M
(g) General Motors	G
(h) State Employees	S
(i) Georgia Medicaid	G

NOTE: Does not code claims which do not have a policy number listed in the extreme right block of line item 5.

7. Visually verifies coding previously inserted.
8. Counts claims
9. Stamps claim(s) with the Julian date.
10. Takes bundles to volume count and dispatch desk.

Specific Duties continued:

D. Mail Clerk

1. Pre-sorts correspondence into one of nine (9) groups. Pre-sorts by a 3 digit numerical code or, by a 1 digit alpha + 2 digit numerical code.
2. Sorts down to arrange each of the nine groups in numerically ascending order.
3. Removes merged group from desk top pigeonhole.
4. Gets group of window envelopes.
5. Scans first hospital number.
6. Scans file for pre-addressed card.

NOTE: Hand addresses an envelope if no pre-addressed card is available.

7. Folds correspondence to assure proper fit into envelope.
8. Inserts pre-addressed card and correspondence into envelope carefully to assure proper alignment of address to window.
9. Arranges envelope flaps so that they may be sealed by machine.

E. Mail Clerk (Related Duties)

10. Contacts Hospital Relations for non-participating and incorrect hospital addresses.
11. Hand addresses envelopes as required.

Assignment Review and Approval of Work (Describe who assigns work; how instructions are provided; who reviews and approves work in progress or when completed).

Each clerk works on her assigned duties.
Work is assigned by the Supervisor and the Section Leader reviews the work while it is being processed.
Approval of all work is the Supervisor's responsibility.

Responsibility and Decision making Authority (Describe specific responsibilities incumbents have for making decisions).

1. The Incoming Medicare Mail Clerk must be trained in screening and coding of all claims.
2. Must have a working knowledge of all incoming Medicare mail and how to process it and to which department to send it.
3. Each type of mail is processed differently. Some types of mail are screened and coded and batched while others are counted, date stamped or Julian date stamped for hourly pick ups.
4. A record must be kept of all checks received and all certified and registered mail received.
5. When opening mail each clerk must decide the following :
 1. What kind of mail it is.
 2. If mail is to be date stamped or Julian date stamped.
 3. Must screen and code one of the following codes:

(a) Complementary Coverage	C
(b) I.B.M.	I
(c) Telephone Company	T
(d) Federal Employees	C

Responsibility and Decision Making Authority, cont.

(e)	Medicaid 65	M
(f)	Medicaid & Complementary Coverage	X
(g)	General Motors	G
(h)	State Employees	S
(i)	Georgia Medicaid	G

4. Must decide if mail is to be recorded in log book or counted and batched.

5. Report Preparation (What records or reports are prepared?)

A count sheet is maintained by each Incoming Mail Processing Clerk on thirty (30) different types of mail received daily. This incoming mail count sheet is used to make up a weekly report to several managers.

6. Equipment Operation (List percentage of time spent operating mechanical equipment and type of equipment.)

The letter opening machine is used about ten percent (10%) of the time.

7. Relations with Others (What contact with others does the job have, other than co-workers and immediate supervisor?)

This job has contact with all operating departments in processing their mail.

Work must be processed correctly and routed to the proper departments. Improper routing would result in delayed payment of claim, thus creating poor relations with beneficiaries.

8. Hardest Part of Job (Describe the most difficult or complex part of the work.)

The hardest part of the job is learning how to process each type of mail and how to screen and code the claims.

Mail is delivered to the Mail Department four (4) times daily and routed to all operating departments hourly, so each clerk must work at a constant speed.

9. Experience Necessary (What is the lowest grade of grammar school, high school or college or equivalent required to do the job? Special courses? Type of experience and time required to obtain it?)

A high school education is required. All training is given on the job, however in order to grasp this training, the incoming mail clerk must be alert and have a keen sense of responsibility, as she is assisting with the distribution of over five million (5,000,000) pieces of mail annually.

10. Learning Period (How long would it take a new employee to handle the job satisfactorily? What part takes the longest to learn?)

Training usually takes from 60 to 90 days to receive a basic knowledge of job, however, for an incoming mail clerk to process all types of mail would require several months.

11. Additional Information (List any information not included in your previous answers that would help someone better understand your position).

This job requires well trained personnel, due to the numerous types of mail processed.

It is important to maintain qualified employees because of the long training period for this job.

All operating departments depend on this job to properly prepare their mail, based on their requirements and needs. Consequently this job has an affect on the daily conduct of our business to a great extent.

Approved: _____ Supervisor Date _____
_____ Manager Date _____