NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR

Date: November 17, 2015

Re: Notice of Proposed Classification Actions –Final Notice No. 45 FY 15/16 (copy attached).

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective November 17, 2015.

Micki Callahan
Human Resources Director

by: Steve Ponder
Classification and Compensation Manager
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Drew Murrell, Controller/ Budget Division
Alex Koskinen, Controller/ Budget Division
E-File
NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY 
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 45 
Fiscal Year: 2015/2016  
Posted Date: 11/09/2015  
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S): 
(Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>1</td>
<td>2105</td>
<td>Patient Services Finance Technician</td>
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</table>

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Rich David, Senior Classification and Compensation Analyst, at (415) 557-4965 or by email at [Rich.David@sfgov.org](mailto:Rich.David@sfgov.org).


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E-File
Title: Patient Services Finance Technician  
Job Code: 2105

INTRODUCTION

Under general supervision, provides technical support and acts as liaison between patients, staff, payors and outside vendors to ensure the complete and accurate charging for patient services in the Department of Public Health.

DISTINGUISHING FEATURES

The 2105 Patient Services Finance Technician, located in the Department of Public Health, is distinguished from the 2112 Medical Record Technician, which is primarily responsible for the creating and maintaining of medical records and for the supervision of Medical Record Clerks, whereas the emphasis of the 2105 Patient Services Finance Technician is the monitoring and tracking of charges for patient services. The 2105 Patient Services Finance Technician is distinguished from the 1637 Patient Accounts Clerk, who monitors the collection of payments on delinquent accounts by Health Care Billing Clerks, whereas the 2105 Patient Services Finance Technician is not responsible for the collection of delinquent accounts. It is distinguished from the 2903 Hospital Eligibility Worker and the 2908 Senior Hospital Eligibility Worker which determine eligibility, whereas the 2105 Patient Services Finance Technician ensures that charges are submitted for services rendered once eligibility is established. It is distinguished from the 1428 Unit Clerk, who performs clerical activities including maintaining patient/medical data.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Reviews and monitors for completeness and accuracy the charges for patient services; acts as liaison between patients, staff, payors and outside vendors, ensures the complete and accurate charging for patient services.

2. Reconciles medical record documentation and corresponding charges for accuracy and completeness of charging for patient services; monitors, corrects, and submits charge tickets.

3. Assists in the development, modification, and implementation of patient service charging procedures and tracking databases to improve efficiency and maximize reimbursement from funding sources for patient services.

4. Enters information into patient service charging and tracking databases; retrieves summary charging reports for analysis by management; groups documents by date, procedure, and diagnosis for processing.
Title: Patient Services Finance Technician
Job Code: 2105

5. Performs clerical audits of medical records for appropriate documentation.

6. Provides technical and clerical support, including support with clinical and financial issues for services and documents, enters, and verifies information in database.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Basic medical terminology, medical claims processing procedures, modern medical office procedures, insurance systems, medical billing, International Classification of Diseases codes and customer service principles.

Ability and Skill to: Monitor the charging process for patient services; interact with staff, patients, family members, payors and outside vendors; computer skills and communication skills.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:
Possession of a recognized one (1) year Medical Assistant Certificate, or two (2) year Medical Assistant Degree or a certificate in medical office management; OR

Experience:
One year of experience performing medical charge reimbursement activities.

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

None.

ORIGINATION DATE: 2/7/97
AMENDED DATE: 11/17/15
REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN SFCCD