


**DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
OVERSEAS PROGRAM CENTER EUROPE, AFRICA, CENTRAL
HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY
VACANCY ANNOUNCEMENT - LOCAL NATIONAL POSITION**

	Announcement No.	DD83FE-895071-SA
	Position Title	Health Benefits Advisor, Ua-0303-03
	Salary Range	Euro 2,645.24 – E 2,919.62 per month plus applicable allowances
	Closing Date	17-MAY-2024
	Work Schedule	Full-Time Permanent
	Job Location	DHA-MTF Naval Hospital, Directorate Healthcare Business, Utilization Management Department, Gricignano D'Aversa (CE), Italy.

Notes	<p>The application form has been revised as of 01 Nov 2022, and any prior version will not be considered. Candidates must electronically submit the application form via e-mail to the revised address as below: usn.naples.ochrWASHINGTONDC.mbx.hro-naples-ln-jobs@us.navy.mil</p> <ol style="list-style-type: none"> Please read the “Instructions for Completing the Employment Application” on the following page of this announcement before submitting your application. In the SUBJECT LINE of the e-mail, indicate LAST and FIRST name of the candidate AND the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk). Selectee will be required to favorably pass a pre-employment medical suitability examination as a condition of employment. Applicants must be able to read, write and speak fluently in both English and Italian. Applications must be submitted in ENGLISH. Selectee will be required to favorably pass a security background check as a condition of employment. At the time of application, the applicant must possess a class “B” driver’s license. <u>LICENSE GRADE AND NUMBER MUST BE INDICATED ON THE APPLICATION.</u> High degree of competency with the Italian health system and medical terminology is required. Knowledge of office devices such as computers, scanners, copy and fax machines is required. Ability to utilize various Microsoft software systems: MS excel, Power Point, MS Word, SharePoint and Outlook. Travel to local medical facilities may be required. Subject to rotating 24/7 duty hours. Incumbent provides on call coverage and, when on call, must be accessible by phone at all times.
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Who May Apply	<u>Permanent local national employees of DHA-MTF Naval Hospital Naples and NMRTC (Navy Medicine Readiness And Training Command) Naples, Italy Only.</u>
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Description of Duties	<p>The incumbent provides assistance as to Beneficiary Counselor and Assistance Coordinator, Debt Collections Assistance Officer, Health Benefit Advisor, and Patient Liaison Function for all patients seen at USNH Naples to include the TRICARE population. Acts independently on high acuity patient care needs assigned by the Clinical Case Manager in carrying out patients need for translation services, admissions, hospital stay, MEDIVAC, Transfers, discharge planning, follow up care, appointments and health benefits. Provides education on benefits for overseas beneficiaries to gain a thorough understanding of all available TRICARE programs. Establishes patient eligibility for care at USNH Naples and for any patient referred to the Preferred Provider Network (PPN) by USNH Naples providers for authorization of care and benefit eligibility. Assists non-TRICARE beneficiaries in locating local providers and obtaining out of pocket costs for their network consults. Assists in conducting a thorough analysis of the payment documentation and provides support for patient claims concerns as mandated in applicable policy. Tracks all PPN medical documents, laboratory results, radiology results for care received by beneficiaries. Ensures that translated clear and legible reports based on urgency/priority are provided to the referring physician and loaded into the electronic health record. Maintains and tracks electronic data bases that provide statistical reports for workload analysis. Demonstrates expertise on healthcare availability in the local area and coordinates with staff physicians in identifying and locating potential medical consultants and local treatment facilities for use by beneficiaries. Acts as the patient advocate and point of contact regarding services queries regarding all aspects of civilian healthcare. Cooperates with the medical team and the Patient Administration Department and liaises with outside medical facilities.</p>
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<p>Qualification Requirements</p>	<p>All eligibility and qualifications must be met by the closing date of this announcement. Please visit https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/0300/miscellaneous-clerk-and-assistant-series-0303/</p> <p>EXPERIENCE: One (1) year of specialized experience equivalent to the Ua-04 grade level, or equivalent experience in the private or public sector, 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 work of the position to be filled.</p> <p style="text-align: center;">OR</p> <p>EDUCATION SUBSTITUTION FOR EXPERIENCE: Generally not applicable. However, graduate university level education may be substituted for experience, if directly related to the position to be filled. To receive credit, you must fill out the required fields on the “Employment Application” form.)</p> <p>HOW YOU WILL BE EVALUATED: In order to qualify for this position, your application must provide sufficient experience and/or education, knowledge, skills, and abilities to perform the duties of the position. You will be rated based on the experience and education described on your application form.</p>
<p>Application Status</p>	<p>Status updates will be provided by position at the following website: https://cnreurfcent.cnlic.navy.mil/About/Job-Openings/Local-National-Vacancies/</p> <p>Applicants may inquire about the status of their job applications by e-mailing to: usn.naples.ochr.washingtondc.mbx.hro-naples-in-jobs@us.navy.mil, and indicating in the SUBJECT LINE: “Inquiring on job application submitted by LAST and FIRST name, AND the announcement number with title, series, grade AND application DATE” (e.g. <i>Inquiring on job application submitted by ROSSI, MARIO, ANN# 3049B-123456-EI, Office Automation Clerk, Ua-0326-06, on 22 Nov 2022</i>).</p>

THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Revised FEB 2024

INSTRUCTIONS FOR COMPLETING THE EMPLOYMENT APPLICATION (LOCAL NATIONAL – LN)

SUBMISSION OF EMPLOYMENT APPLICATION

Application **MAY ONLY BE SUBMITTED VIA E MAIL**. HRO will NOT accept “hard copy” applications. Submit your application to the **revised** e-mail address as below:
usn.naples.ochr@navy.mil

In the **SUBJECT LINE** of the e-mail, indicate **LAST and FIRST name of the candidate AND the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk)**.

Applications are **only** accepted if there is an open vacancy announcement.

Vacancy announcements may be downloaded from:
<https://cnreurfacent.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

The new application form may be downloaded from:
<https://cnreurfacent.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

Applications for white-collar positions (Ua) must be completed in English.

Applications for blue-collar positions (Uc) may be completed in Italian or English.

EMAIL APPLICATIONS NOT IN ACCORDANCE WITH INSTRUCTIONS LISTED BELOW WILL NOT BE CONSIDERED AND YOU WILL BE RATED “NOT QUALIFIED” BY HRO:

- Only one e-mail will be accepted per vacancy announcement. If more than one email is sent, only the most recent will be accepted;
- Utilize the last version of the application form downloaded from the CNIC website;
- Do not alter the content and the properties of the application;
- Application must be completed in its entirety answering ALL questions;
- Attach the application form only in **PDF** format utilizing only **ADOBE PDF Reader** (additional attachments are NOT necessary and must not be sent);
- **Do not send Postal Electronically Certified (PEC) emails;**
- The email and the attached application cannot exceed a maximum of 10MB;
- Verify the accuracy and validity of the information submitted;
- Application must be submitted **by the closing date** of the vacancy announcement. Late applications will not be accepted.
- **The candidate’s signature is NOT required on page 9 of the application form, however candidate must enter his/her LAST, FIRST name and DATE.**

WHO MAY APPLY (AREA OF CONSIDERATION)

- Citizens of a member state of the European Union.
- **Applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.** Only candidates specified in the “Who May Apply” section of the vacancy announcement may receive consideration.

QUALIFICATION REQUIREMENTS

Candidates must pay attention to the type of experience, education, certifications and licenses requested by the vacancy announcement and ensure that all this information, e.g. expiration dates as applicable, are reported in the appropriate block on the application form.

Work experience: Candidates must describe in **detail**, in their own words, any work experience related to the job vacancy and must specify:

- Job title (include pay schedule, series and grade if experience gained in the Federal employment);
- From/To dates of employment (month and year);
- Salary (monthly);
- WEEKLY HOURS;
- Employer’s name and address;
- Experience gained during military service, providing detailed description of duties performed;
- Language proficiency.

Position descriptions (PDs) will not be used in the evaluation of applications. Attachment of PDs to applications is not appropriate, as ratings will be made on descriptions furnished by candidates in their own words.

Typing Proficiency: Self-certify your typing proficiency in the appropriate block on the application indicating your typing speed when a “qualified typist (O/A)” certification is required. Qualified typists must meet a minimum of forty (40) words OR two hundreds (200) strokes per minute in English. Typing proficiency skills may be subject to verification.

Education: List any educational information on the application in detail. If education is used for qualifications purposes and a determination cannot be made based on the information provided, you will not be considered.

Educational documents obtained outside the European Union (EU), with the exception of the U.S.A., must be evaluated by an appropriate organization that specializes in interpretation of foreign educational credentials. Foreign language documents must be officially translated into either the English or Italian language. Graduate College or University level education is education beyond the Italian “Laurea 1 livello” or equivalent.

VERIFICATION OF DOCUMENTS

In case of selection, candidates **MUST** provide proof of work experience, education and other certifications or licenses as requested by the vacancy announcement and for which credit was received. HRO will proceed with the hiring process **ONLY** when all eligibility requirements are satisfactorily met.

NOTES

- Employment of relatives is restricted in accordance with NAVSUPACT policy.
- For positions identified as having known promotion potential (KPP), selectee may be non-competitively promoted to the next higher level upon successful completion of required training, meeting regulatory requirements, and upon recommendation by the supervisor.
- Lists of qualified candidates may be used to fill additional similar positions without further competition.
- Work experience certified on the application form is subject to verification with employers.
- “Local National” refers to citizens of a European Union member state.
- Internal employees may apply and be considered for positions at any lower grade; lower pay, or different employment category. Pay will be set according to articles 13 and 14 of the Conditions of Employment for LN employees effective 1 November 2018.