



Department: Department Of Veterans Affairs

Agency: Veterans Health Administration

Job Announcement Number:

LP-LJ 198282

Overview

Program Support Assistant (OA) GS-0303-4/5/6

Salary Range: 27,870.00 - 45,185.00 USD per year

Open Period: Monday, July 07, 2008
to Friday, July 11, 2008

Series & Grade: GS-0303-04/06

Position Information: Full Time Career/Career Conditional

Promotion Potential: 06

Duty Locations: 3 vacancies - Portland, OR

Who May Be Considered:

United States Citizens

Job Summary:

Vacancy Identification Number (VIN): **LP198282** (Include on all documents)

Be a member of a team providing compassionate healthcare to veterans.

The **Department of Veterans Affairs** is an employer of choice as a center of excellence in patient care, education and research. We value trust, respect, commitment, compassion, and excellence; we value you. For more information on the Department of Veterans Affairs, go to <http://www.va.gov>.

NOTE: In order to view and/or print the entire announcement, please scroll to the bottom of this page and click on "Print Preview"; then "Print". Otherwise, you may miss important instructions on how to apply for this position.

APPLICANT CHECKLIST: Please use this checklist to ensure compliance with all application requirements. *We recommend that you print a copy of this checklist for reference while completing your application package.* Detailed instructions of the application process are included after the checklist. Be sure to read and follow the instructions carefully.

_____ Responses to the Assessment Questionnaire. (see Step 1)

_____ Resume (see Step 2 for the information you should include on your resume) or [Optional Application for Federal Employment \(OF-612\)](#).

_____ If you are **faxing** your documentation, the [United States Application Cover Page](#) **must** be used in order to link your documents with your on-line questionnaire. Failure to provide this cover page - or the use of a different cover page - will prohibit your documentation from being processed. (see Step 3 for url)

_____ If a particular level of education/certification is required OR if you are asking us to qualify you based

upon your education, you must submit a copy of your college transcript or an appropriate course listing. (see Step 3)

_____ Veterans must provide a *legible* copy of DD-214(s) showing all dates of service as well as character of service (honorable, general, etc.). Note: More than one DD-214 may be needed to show all dates of service. (see Step 3)

_____ Disabled veterans and other veterans eligible for 10-point preference must also submit an SF-15 (version December 2004) with required proof as stated on the form. (see Step 3)

Key Requirements:

- Please refer to the "Requirements" section of this vacancy announcement.

Duties

Major Duties:

Employee(s) will complete all verification of insurance coverage whether for inpatients or outpatients; maintaining a log of all patients having pre-certification; having responsibility for insurance database integrity; conducting in-depth investigations to obtain valid insurance information; reviewing health plans with clients, explaining: co-payment, deductibles; generate a variety of monthly reports; perform all assigned billing activities, research validity of insurance identification numbers, type of treatment provided, and type of coverage; monitor various reports to assure that all possible billable cases are processed and optimized; ensure that appropriate consent and signature is obtained for release of medical record information; completes legal request, respond to inquires from clients, their authorized representatives, and other third parties such as law firms, insurance companies, and other agencies; performs medical record analysis and assigns codes. Also prepares written correspondence to initiate claims, such as worker's compensation.

*****RELOCATION EXPENSES AND/OR INCENTIVES ARE NOT AUTHORIZED*****

Qualifications and Evaluation

Qualifications:

GS-4

QUALIFICATIONS REQUIRED: **APPLICANTS MUST SPECIFY A TYPING PROFICIENCY OF AT LEAST 40 WORDS PER MINUTE AND** must have one (1) year of general experience (which is equivalent to the grade GS-3 in the Federal service) general experience is defined as progressively responsible clerical, office or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

EDUCATION SUBSTITUTION: Successful completion of 2 years above high school level leading to a bachelor's degree with courses related to the occupation.

GS-5

APPLICANTS MUST SPECIFY A TYPING PROFICIENCY OF AT LEAST 40 WORDS PER MINUTE AND have one year of specialized experience (which is equivalent to a GS-4 grade level in the Federal service) completing all verification of insurance coverage whether for inpatients or outpatients; maintaining a log of all patients having pre-certification; having responsibility for insurance database integrity; conducting in-depth investigations to obtain valid insurance information; reviewing health plans with clients, explaining: co-payment, deductibles; generate a variety of monthly reports; perform all assigned billing activities, research validity of insurance identification numbers, type of treatment provided, and type of coverage; monitor various reports to assure that all possible billable cases are processed and optimized; ensure that appropriate consent and signature is obtained for release of medical record information; completes legal request, respond to inquires from clients, their authorized representatives, and other third parties such as law firms,

insurance companies, and other agencies; performs medical record analysis and assigns codes. Also prepares written correspondence to initiate claims, such as worker's compensation.

EDUCATION SUBSTITUTION: Successful completion of a full 4-year course of study in an accredited college or university leading to a bachelor's or higher degree in any subject.

GS-6

APPLICANTS MUST SPECIFY A TYPING PROFICIENCY OF AT LEAST 40 WORDS PER MINUTE AND have one year of specialized experience (which is equivalent to a GS-5 grade level in the Federal service) completing all verification of insurance coverage whether for inpatients or outpatients; maintaining a log of all patients having pre-certification; having responsibility for insurance database integrity; conducting in-depth investigations to obtain valid insurance information; reviewing health plans with clients, explaining: co-payment, deductibles; generate a variety of monthly reports; perform all assigned billing activities, research validity of insurance identification numbers, type of treatment provided, and type of coverage; monitor various reports to assure that all possible billable cases are processed and optimized; ensure that appropriate consent and signature is obtained for release of medical record information; completes legal request, respond to inquires from clients, their authorized representatives, and other third parties such as law firms, insurance companies, and other agencies; performs medical record analysis and assigns codes. Also prepares written correspondence to initiate claims, such as worker's compensation.

Additional information on the qualification requirements is outlined in the OPM Qualifications Standards Handbook of General Schedule Positions. It is available for your review on OPM's web site at <http://www.opm.gov/qualifications> .

Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

REQUIREMENTS (Failure to comply may be grounds for withdrawal of an offer of employment, or dismissal after appointment):

- Applicants must meet any physical, language, license or degree requirements.
- Applicants must be citizens of the United States.
- Applicants tentatively selected for certain designated positions may be subject to a random drug screening for illegal drug use. Applicants who refuse to be tested will be denied employment.
- New Appointees may be subject to a probationary period.
- New Appointees will be subject to a background investigation to determine suitability.
- An OF-306, Declaration for Federal Employment (version dated January 2001), **must be submitted prior to appointment.** This form is available at www.opm.gov/forms/pdf_fill/of0306.pdf.

How You Will Be Evaluated:

Please ensure you answer all questions and follow all instructions carefully. Errors or omissions may affect your evaluation. When answering the questionnaire, remember that your experience and education are subject to verification by investigation. You may be asked to provide specific examples or documentation of experience or education as proof to support your answers, or you may be required to verify a response by a practical demonstration of your claimed ability to perform a task.

Benefits and Other Information

Benefits:

The Department of Veterans Affairs offers a comprehensive benefits program that you can customize for your individual medical and financial needs. In addition to traditional "dollars and cents" benefits, we offer a range of benefits to help you balance life with the VA to life outside of work. For additional information about the many benefits of a career with the VA, please visit our "**Benefits at a Glance**" webpage at http://www.va.gov/jobs/job_benefits/benefits.asp .

Other Information:

Area of Consideration: All citizens of the United States of America. Applications received under this announcement will be rated under competitive procedures in accordance with Office of Personnel Management examining regulations. [The Human Resources (HR) Office for the facility with this vacancy may be accepting applications separately under one or more special employment authorities, such as: Veterans Recruitment Appointment (VRA); Veterans Employment Opportunity Act (VEOA); hiring compensably disabled veterans with ratings of 30% or greater; hiring persons with disabilities; or reinstatement to, or transfer within, the Federal government. If so, you may find a separate announcement covering one or more of these special authorities on <http://www.usajobs.opm.gov/>. You may also contact the facility's HR Office directly to inquire if applications are being accepted under any of the special authorities for which you are eligible.]

For a fact sheet explaining how Federal jobs are filled, click on <http://www.usajobs.opm.gov/EI55.asp>.

Priority Consideration: Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they attain an eligibility rating of 90.0 or higher, not including points for veterans' preference, from the facility with the vacancy.

Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

How to Apply

How To Apply:

PLEASE NOTE:

- It is *your responsibility* to insure that all application materials are **RECEIVED** by 11:59 p.m. Eastern Standard Time on the closing date of the announcement (Friday, July 11, 2008) in order to be considered. We cannot be responsible for incompatible software, illegible fax transmissions, interruptions in internet service, etc.
- You must submit a complete application package. Failure to provide complete information may result in your not receiving consideration for this position.
- You must submit your assessment questionnaire online (through Application Manager) **or** on [OPM Form 1203-FX](#) (and faxed). **Do not send printouts of your Application Manager Questionnaire Answers.** If you fax your application and/or documentation, please keep a copy of your fax transmittal receipt for future verification, if necessary.
- If you upload your documents using Application Manager, **DO NOT FAX** the same documents. To verify that your uploaded documents have been processed, please wait one hour to ensure they have cleared the virus scan. You can then verify that your uploaded documents are attached to your application by checking the "**Details**" tab of your Application Manager account (<https://applicationmanager.org>) for this vacancy announcement. Your documents will display under the "**Details**" tab in the Document area.
- You will not be contacted for additional information. **DO NOT** contact our offices for verification of receipt or status reports - we do not provide this information.
- Your application materials will not be returned. Do not submit original documents that you may need in the future.
- Your application must be completed on-line or faxed. **This office does not accept applications by electronic mail (e-mail), regular mail, or in person.**

Applying for this position is as easy as 1, 2, 3...

Just by following three steps, you will submit a complete application package and receive consideration for this position. Be sure to follow the steps carefully and complete all three. Each step is described in detail below.

1. Your responses to the **Assessment Questionnaire**, (*which may be completed electronically or on the [OPM Form 1203FX](#) and faxed*),
2. Your **resume** or **OF-612** (*which may be completed electronically, uploaded, or faxed*), and
3. **Other documents** specified in this job announcement (*which may be uploaded or faxed*).

Use *Application Manager* for convenience and quickest processing. Track your progress to a *Complete Application Package* using *My Application Packages* checklist and status displays in Application Manager. Your Application Package status must be *Complete* by 11:59 p.m. EST on Friday, July 11, 2008.

STEP 1:

Complete and submit the **Assessment Questionnaire**. The questionnaire **must** be completed and submitted in order to receive consideration for this position.

PLEASE NOTE: We highly encourage you to complete the Assessment Questionnaire online as it is the most efficient way to process your responses. Using paper application forms may delay the processing of your application. If you are unable to complete the Assessment Questionnaire online, go to STEP 3 of this announcement and refer to the alternatives described under "**Alternative Methods for Completing the Application Package**"

You must provide responses to all required questions. Be sure to double check your application before submission and click on "**SUBMIT**" when it is complete. Your application is not transmitted to us until **you submit it**.

To complete your Assessment Questionnaire online, click the following link:

[Online Questionnaire](#)

or enter <https://ApplicationManager.org> You can save your work and come back later. To return to Application Manager at any time by simply going back to this web address.

The Assessment Questionnaire must be completed and submitted by 11:59 p.m. EST on Friday, July 11, 2008.

ASSESSMENT QUESTIONNAIRE

Social Security Number

Enter your Social Security Number in the space indicated. Providing your Social Security Number is voluntary, however we cannot process your application without it.

Vacancy Identification Number

LP198282

1. Title of Job

Program Support Assistant (OA) GS-0303-4/5/6

2. Biographic Data**3. E-Mail Address**

Please enter your e-mail address in the space provided. If you do not provide an e-mail address you may not receive a notice of your results.

4. Work Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

5. Employment Availability

If you are applying by the OPM Form 1203-FX, leave this section blank.

6. Citizenship

Are you a citizen of the United States?

7. Background Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

8. Other Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

9. Languages

If you are applying by the OPM Form 1203-FX, leave this section blank.

10. Lowest Grade

Enter the lowest grade (04) you will accept for this position.

04
05
06

11. Miscellaneous Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

12. Special Knowledge

If you are applying by the OPM Form 1203-FX, leave this section blank.

13. Test Location

If you are applying by the OPM Form 1203-FX, leave this section blank.

14. Veteran Preference Claim

15. Dates of Active Duty - Military Service

16. Availability Date

If you are applying by the OPM Form 1203-FX, leave this section blank.

17. Service Computation Date

If you are applying by the OPM Form 1203-FX, leave this section blank.

18. Other Date Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

19. Job Preference

If you are applying by the OPM Form 1203-FX, leave this section blank.

20. Occupational Specialties

The specialty code(s) for this position is (are):
001 Program Support Assistant (Billing) (OA)

21. Geographic Availability

The location code(s) for this position is (are):

1371 Portland, OR

22. Transition Assistance Plan

23. Job Related Experience

If you are applying by the OPM Form 1203-FX, leave this section blank.

24. Personal Background Information

If you are applying by the OPM Form 1203-FX, leave this section blank.

25. Occupational/Assessment Questions:

Select the appropriate answer to each of the following questions based on your current level of education and/or experience that demonstrates your ability to perform the duties of this position.

1. GS-04: Do you possess at least one full year of general work experience equivalent to the GS-3 level in the Federal service? General experience is progressively responsible clerical, office, or other work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

- A. Yes
- B. No

2. GS-04: Do you possess two (2) years of education above the high school level? This education must have been obtained in an accredited business or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school. (Transcript Required)

- A. Yes
- B. No

3. GS-04: Do you possess a combination of successfully completed post high school education and experience to meet total qualification requirements to qualify at the GS-4 level? (Transcript Required)

- A. Yes
- B. No

Select the appropriate answer to each of the following questions based on your current level of education and/or experience that demonstrates your ability to perform the duties of this position.

4. GS-05: Do you possess one (1) year of specialized experience equivalent to the GS-04 level in the Federal service performing all verification of insurance coverage whether for inpatients or outpatients; maintaining a log of all patients having pre-certification; having responsibility for insurance database integrity; conducting in-depth investigations to obtain valid insurance information; reviewing health plans with clients, explaining: co-payment, deductibles; generate a variety of monthly reports; perform all assigned billing activities, research validity of insurance identification numbers, type of treatment provided, and type of coverage; monitor various reports to assure that all possible billable cases are processed and optimized; ensure that appropriate consent and signature is obtained for release of medical record information; completes legal request, respond to inquires from clients, their authorized representatives, and other third parties such as law firms, insurance companies, and other agencies; performs medical record analysis and assigns codes. Also prepare written correspondence to initiate claims, such as workers compensation.

- A. Yes
- B. No

5. GS-05: I have successfully completed 4 years of education above the high school level. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. (TRANSCRIPT REQUIRED)

- A. Yes
- B. No

6. GS-05: I have equivalent combinations of creditable specialized experience and education as described in 1 and 2 above to meet the total requirements for the Program Support Clerk position. Combination of successfully completed post high school education and experience may be used to meet total qualification requirements. (TRANSCRIPT REQUIRED)

- A. Yes
- B. No

Select the appropriate answer to each of the following questions based on your current level of education and/or experience that demonstrates

your ability to perform the duties of this position.

7. GS-06: Do you possess one (1) year of specialized experience equivalent to the GS-05 level in the Federal service performing all verification of insurance coverage whether for inpatients or outpatients; maintaining a log of all patients having pre-certification; having responsibility for insurance database integrity; conducting in-depth investigations to obtain valid insurance information; reviewing health plans with clients, explaining: co-payment, deductibles; generate a variety of monthly reports; perform all assigned billing activities, research validity of insurance identification numbers, type of treatment provided, and type of coverage; monitor various reports to assure that all possible billable cases are processed and optimized; ensure that appropriate consent and signature is obtained for release of medical record information; completes legal request, respond to inquires from clients, their authorized representatives, and other third parties such as law firms, insurance companies, and other agencies; performs medical record analysis and assigns codes. Also prepare written correspondence to initiate claims, such as workers compensation.

- A. Yes
- B. No

The following statement best describes your ability to type correspondence, letters, reports, etc.

8. I can type 40 words per minute and use office automation software.

- A. Yes
- B. No

The following statements pertain to your knowledge of regulations and procedures regarding reimbursable health insurance billing, medical guidelines, first party billing and means tests procedures.

For each task in the following group, choose the statement from the list below that best describes your experience and/or training. Darken the oval corresponding to that statement in Section 25 of the Qualifications and Availability Form C. Please select only one letter for each item.

- A- I have not had education, training or experience in performing this task.
- B- I have had education or training in performing the task, but have not yet performed it on the job.
- C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.
- D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.
- E- I am considered an expert in performing this task. I have supervised performance of this task or is normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

9. First party and third party reimbursement activity.

10. Review medical records to determine if care is billable.

11. Ability to know when to refer issues for further clarification of clinical issues.

12. Ability to analyze data to enable maximum reimbursement.

The following statements pertain to your knowledge of the code of federal regulations for inpatient and outpatient clinical policies that is appropriate to the Medical Care Cost Recovery (MCCR) Program.

13. reviews and subjectively interprets and applies Current Procedural

Terminology (CPT-4) and ICD-9-CM codes to effect billing of third party payers on appropriate billing forms for inpatient and outpatient medical services.

14. Reviews all potential reimbursement cases to determine if billing action will be initiated.

15. Knowledge of insurance claims for inpatient hospitalizations and outpatient clinic visits.

The following statements pertain to your knowledge of medical terminology.

16. Uses medical terminology and procedures common to each of the specialty services in order to document billing instruments and converse with clinical staff, patients, and third party payers.

17. Has knowledge of health insurance terminology and issues, including ability to distinguish types of coverage for billing purpose regardless of terminology utilized.

18. Interprets language contained in health insurance policies to ensure that individual policies will cover the treatment rendered.

19. Maintains current knowledge of coding principles.

20. Uses knowledge of medical terminology to extract information correctly from the medical records.

The following statements pertain to your ability to communicate both orally and in writing with individuals of various backgrounds.

21. Makes contacts via personal interviews, by letter, or by telephone.

22. Contacts insurance carriers to ascertain all benefits the veteran or policy holder is entitled to under his/her health insurance plan.

23. Establishes rapport and conveys a courteous and businesslike attitude when conversing with insurance carrier representatives.

24. Communicates and coordinates daily with various staff members through personal contacts or by utilizing the components of the hospital computer program.

25. Works with all levels of personnel, other services and disciplines, management at all levels, the general public, patients and their families, insurance company representatives, attorneys, physicians, and allied health professionals.

You must now complete and submit additional application materials (by Friday, July 11, 2008) as required by this vacancy announcement via uploading or faxing this information. To fax application materials, refer to the instructions in Alternative Methods for Completing the Application Package after Step 3 of this vacancy announcement.

STEP 2:

Submit your choice of a Resume or an OF-612 - Optional Application for Federal Employment available at www.opm.gov/forms/pdf_fill/of612.pdf . We must receive a complete resume or OF 612 in order to

determine your qualifications for this position.

Your **RESUME** must include the following information:

- **Vacancy Information:** Announcement Number (LP198282), Position Title (Program Support Assistant (OA) GS-0303-4/5/6), and grade (04/06);
- **Personal Information:**
 - Your full legal name and mailing address
 - Day and Evening telephone numbers including area code
 - Country of citizenship
 - Social Security number
- **Work experience** (NOTE: You must include the following information in order to receive credit for your experience):
 - Name and address of employer
 - Your job title
 - The beginning and ending month and year of your employment
 - The average hours worked per week. Full-time work is considered to be 35-40 hours of work per week. Part-time experience will be credited on the basis of time actually spent in appropriate activities. Applicants wishing to receive credit for such experience must indicate clearly the number of hours a week spent in such employment
 - Your supervisor's name and phone number (indicate if we may call your supervisor);
 - A description of your duties that is sufficiently detailed to document the level of your experience. If the position is (was) with the Federal government (military or civilian), state the series and grade or pay grade (rank) and the date of last promotion
- **Education:** Name, location, and dates of attendance for colleges attended (if required). Type and date of degree received (if any);
- **Other:** Training, license(s), or certification(s) relevant to the position

Do not submit letters of recommendation, performance appraisals, position descriptions, examples of your work, etc. **This additional information will not be forwarded to the hiring facility.**

STEP 3:

Submit other required application materials, as applicable.

- If you are using **education** to qualify, you must submit copies of college transcripts or a course listing that identifies for each course completed: the college or university, semester or quarter hours earned, grade, and grade-point average received.

- If you are applying for **Veterans' Preference**, you must submit evidence of eligibility, such as: DD-214 (Certificate of Release or Discharge from Active Duty), or Standard Form 15 (Application for 10-Point Veterans' Preference version dated December 2004), and the proof requested on the form. For Access to DD214 and military records click on this link - [Military Information](#). To print a copy of the SF15 go to www.opm.gov/forms/pdf_fill/sf15.pdf.

Submitting Documents

If you upload your documents using Application Manager, **DO NOT FAX** the same documents. To verify uploaded documents have been processed, please wait one hour to ensure they have cleared the virus scan. You can verify that your uploaded documents are attached to your application by checking the "**Details**" tab of your Application Manager account <https://applicationmanager.org> for this vacancy announcement. Your documents will display under the "**Details**" tab in the Document area.

Faxed documents will take 2-3 business days to process. To fax documents, you **MUST** use the special cover page. Print the pre-populated cover page on the upload documents screen of Application Manager. Or, you may click this link <http://staffing.opm.gov/pdf/usascover.pdf> to print a blank copy of the cover page. When faxing documents, follow the procedures outlined below.

- Include the 8-character Vacancy Identification Number LP198282
- Provide your Social Security Number and full name in the spaces provided or we will not be able to associate your document(s) with the rest of your application.
- You may submit multiple documents for the same vacancy announcement using one cover page.
- Fax your cover page and documents to **1-478-757-3144**.

Faxed documents submitted with missing information will not be processed. The following will prevent your documents from being processed:

- Not using the special cover page mentioned above.
- Missing, incomplete, or invalid Vacancy Identification Number
- Missing or incomplete Social Security Number or name

Note: If you have documents in your Application Manager account from a previous vacancy announcement they can be opened, copied and saved then reused as an upload file for this vacancy. Uploading your documents will speed the processing of your application for this announcement.

Be sure to complete all THREE STEPS of the application process described above in order to submit a complete application package and receive consideration for this position.

ALTERNATIVE METHODS FOR COMPLETING THE APPLICATION PACKAGE

To Complete the Assessment Questionnaire manually, you will need a copy of the answer sheet, referred to as the Occupational Questionnaire - **OPM Form 1203-FX** which can be obtained electronically at

http://www.opm.gov/forms/pdf_fill/opm1203fx.pdf ;

or by calling USAJOBS at 703-724-1850; follow the instructions given;

or by visiting the Human Resources Management Service of the VA Medical Center at the duty location.

You will also need a copy of the vacancy announcement to use as a guide in answering the questions. You **must** provide responses to all required questions. Some questions may request an additional written response to support your answer, such as *"Please explain or provide additional information to support your response to the above question."* When additional information is requested, please provide your answer(s) on a separate sheet of paper with the corresponding questionnaire number indicated, and type or print your answers legibly. You may omit any sections marked "optional" and be sure to double check your application before submission. **NOTE: The Questionnaire answer sheet is six pages long -- all six pages MUST be submitted even when the number of questions does not exceed page 5. In this case, please complete the top of Page 6 with your social security number and the vacancy ID number.**

You may submit the [Form 1203-FX](#), resume and any supporting documents by fax.

If you are faxing a Form 1203-FX, do not use a separate cover sheet. Simply make sure the Form 1203-FX is on top of any other documents you are faxing.

If you are faxing any documents without the Form 1203-FX on top, you MUST use the special cover page. Print the pre-populated cover page on the upload documents screen of Application Manager, or you may click this link (<http://staffing.opm.gov/pdf/usascover.pdf>) to print a blank copy of the cover page. When faxing documents, follow the procedures outlined below:

- Include the 8-character Vacancy Identification Number LP198282
- Provide your Social Security Number and full name in the spaces provided or we will not be able to

associate your document(s) with the rest of your application.

- You may submit multiple documents for the same vacancy announcement using one cover page.

Fax your cover page and documents to **1-478-757-3144**.

Be sure to fill it out completely and clearly. Place your documents in the following order: US Government Application Cover Page; Resume or OF 612 (Application for Employment); Other required application materials.

The fax number is 1-478-757-3144. Feed all documents into your fax machine top first so that we receive them right-side up. If you fax your documents using any other cover sheet, you may not receive consideration.

Mailed, e-mailed or hand delivered applications will not be accepted. If you are unable to upload your documents after completing the Occupational Questionnaire online, you may FAX your documents (resume, transcripts, etc.) as instructed above.

Required Documents:

All of the government forms mentioned in the above statements can be downloaded from the following web address: www.opm.gov/forms or obtained at the Human Resources Management Office of the duty station.

Contact Information:

VHA NATIONWIDE - LA
Phone: (310)268-4150
Fax: (478)757-3144
Email: vajobs.deu@va.gov

Or write:

PORTLAND OREGON
PLEASE DO NOT MAIL/E-MAIL APPLICATIONS
APPLY ONLINE www.usajobsopm.gov OR
FAX ONLY, CA 90073
Fax: (478)757-3144

What To Expect Next:

WHAT HAPPENS NEXT?

Your resume and supporting documentation will be compared to your responses to the Assessment Questionnaire. The questionnaire is designed to capture the desired knowledge, skills, and abilities for this position. The evaluation you receive is based on your responses to the questionnaire and is a measure of the degree to which your background matches the knowledge, skills, and abilities required of this position.

If your application does not support your responses to the questionnaire, or if you are not able to provide verifying documentation, it may affect your evaluation or result in your name being removed from further consideration.

If you are eligible for veterans' preference, you will be given preference based on the documentation you submit. Please see the "**Veterans Information**" section of this announcement for details.

This office will **not** contact you to discuss missing or illegible documents.

Once your qualifications have been evaluated, your application will be assigned a numeric score. Candidates will be ranked in score order with appropriate points added for veterans' preference.

An ELECTRONIC NOTIFICATION LETTER will be sent to applicants who provide an e-mail address.

If you do not provide an e-mail address, you will receive a notification letter via the U.S. Postal Service. Normal processing time is **4 - 6 weeks**. This office is responsible for initial evaluation **ONLY**. Facilities are responsible for contacting eligible applicants thereafter.

EEO Policy Statement

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

Reasonable Accommodation Policy Statement

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.



Send Mail

Send Mail to:

PORTLAND OREGON

PLEASE DO NOT MAIL/E-MAIL APPLICATIONS

APPLY ONLINE www.usajobsopm.gov OR

FAX ONLY, CA 90073

Fax: (478)757-3144



Questions?

For questions about this job:

VHA NATIONWIDE - LA

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