

**MAKAH TRIBE
POSITION DESCRIPTION**

JOB TITLE: BENEFITS COORDINATOR

EXEMPT: Yes

TARGET SALARY: \$14.46 to \$17.07

PROGRAM: Business Office

REPORTS TO: Business Manager

JOB CODE: 3-SS T4

SHIFT: 8:00 to 5:00

LOCATION: Clinic

SUMMARY: This position is located in the Service Business Office at the Sophie Trettevick Indian Health Center. The primary purpose of the position is to function as the Alternate Resources Benefits Coordinator for 2000+ patients; research, recommend all alternate resources policies and procedures to maximize the limited health care resources available to our patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Develops a comprehensive manual to provide day-to-day management of the Basic Health duties assigned to the clinic

Manages the Medicaid Administrative Match program to ensure optimal data capture, reporting, and reimbursement.

Responsible for comprehensive plan to ensure that all patients are screened for potential eligibility for third party resources.

Develop, maintain, and monitor patient alternate resources database.

Develop and maintain a benefits database of current eligible clients.

Develop a manual for policies and procedures for Pharmacy co-payments for non-beneficiaries prescriptions. Establishes working relationship with alternate resource agencies and maintains current communication, training, and practice according to changing regulations.

To provide leadership and acts as an advocate for Indian patients in the effective utilization of alternate resources such as those provided by Medicare, Medicaid, Department of Veteran Affairs (DVA), Bureau of Employment Compensation (BEC), Private Insurance Billing (PIB), and Children's Special Health Benefits Aid to Families with Dependent Children (AFDC), etc.

Provides information on rights and benefits of multiple alternate resources and tactfully advise patient of non-payment or approval of claim. As necessary, serve as patient advocate by personally intervening on behalf of patients with multiple third party resources.

Works closely with all facility staff in the identification and utilization of all alternate resources available to the Indian population.

Assists families and individuals in application for, and use of alternate resources.

Establishes and verifies eligibility of potential Medicare recipients by working with the Social Security Administration (SSA) at the local level. Works closely with local county Department of Welfare or Department of Human Resources and Tribal offices to establish eligibility for Medicare and Medicaid (including Medicaid for pregnant women), AFDC, Supplemental Social Security Income (SSI), etc.

Process patient registration applications for new and established patients and update information in RPMS.

Follow-up on all pending eligibility claims and works closely with families and agencies to see that Indian patients are not discriminated against because of their dual role as a citizen and as an IHS/Tribal recipient.

Keeps clients up-to-date on regulatory changes by continuously researching and updating information on alternate resources.

Responsible for accepting all co-payments and insurance information from non-beneficiaries. Will need to be knowledgeable of non-beneficiaries insurance plans coverage.

Responsible to gather money receipts from the Pharmacy Technicians.

Provide benefits analysis upon request to staff. Provide applicable insurance policy information to CHS and Care Management team.

Prepare utilization reports for various committees.

Actively engage in on-going Quality Assurance projects, Customer Satisfaction Surveys, and Committees as assigned.

A working knowledge of Medicaid/Medicare, SSA, and Tribal Programs and other related agencies policies and procedures.

QUALIFICATIONS/REQUIREMENTS

EDUCATION and/or EXPERIENCE:

High School Diploma/GED.

Must have three years experience in medical benefits administration and management.

Must have a minimum of two years experience in personal interviews with clients.

Must have three years experience with alternate resources agents and representatives.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have a valid Washington state Drivers license and insurable. A certified copy of an individual's driving records for the past three years of operation, obtained from the Department of Motor Vehicles in the state in which the driver's license is issued will be conduct upon hire.

This position is classified as sensitive Tribal position; therefore, applicant must authorize a background investigation in order to be considered for an interview.

OTHER SKILLS AND ABILITIES:

The ability and skill to interview patients in order to determine eligibility for alternate funding.

Knowledge of establishing registers of eligible patients in varied programs.

Skill to comply with HIPAA regulations, which mandates that, the incumbent shall maintain complete confidentiality of all administrative, medical and personal records, and all other pertinent information that comes to his/her attention or knowledge.

Ability to effectively communicate to the patient what and why specific information is needed and ensure that it is as accurate as possible. Must be able to determine who is eligible for alternate resources.

Knowledge of eligibility requirements for Alternate Resources for i.e. private insurance, Medicare, Medicaid, SSI, Migrant Workers Health Fund, etc.

Must possess tactfulness and ability to deal effectively with persons of diverse backgrounds.

Ability to ensure good public relations by maintaining a cooperative and considerate attitude toward others, must also be able to handle difficult patients.

Ability to develop and maintain a Revenue Resister.

Ability to follow directions and absorb data necessary to efficiently perform assigned duties and responsibilities. Must have the ability to function under pressure.

This person should have the ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing, and prioritizing work.

Ability to maintain confidentiality of records and information pertinent to the nature of work.

Computer experience is required for this position. Must have ability to work with programs such as; Word, Excel, PowerPoint, and Microsoft Publisher, additional software program experience is preferred.

Ability to prepare reports and submit .

Must be a team player.

Other duties to support the Business Office as assigned.

PHYSICAL DEMANDS

The work is mostly sedentary; however, some walking is required to make home/hospital visits.

WORK ENVIRONMENT

Work is normally performed in an office setting, which is adequately lighted, heated, and ventilated.

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

Makah Tribal Council
Personnel Office
P.O. Box 115, Bldg 150 Rm #7
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: mtcpersonnel@centurytel.net

OPEN: August 12, 2008
CLOSE: August 18, 2008

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14,