

**MAKAH TRIBE  
POSITION DESCRIPTION**

**JOB TITLE: Benefits Coordinator**

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**EXEMPT: No**

**TARGET SALARY: \$20.70 to \$23.00/DOQ**

**PROGRAM: Business Office**

**REPORTS TO: Business Manager**

**JOB CODE: 3-SS T4**

**SHIFT: 8:00 to 5:00**

**LOCATION: Clinic**

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**SUMMARY:** This position is located in the Business Office at the Sophie Trettevick Indian Health Center. The primary purpose of the position is to function as an 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.

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

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

Manages the Medicaid Administrative Claiming 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 co-payments for non-beneficiaries. 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.

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.

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.

09/25/07

Revised 12/01/16

Revised 09/13/18

Revised 10/08/21

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.

Must become a Certified In-Person Assister through the Washington State Health Plan Finer within 30 days of employment and maintain such certification for continued employment.

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 Register.

Ability to follow directions and absorb data necessary to efficiently perform assigned duties and responsibilities.

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.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

## **SPECIAL REQUIREMENTS**

**Immunization Requirements:** Must be fully immunized against measles, rubella, and COVID-19. Must provide documented proof of vaccination prior to employment. Employees are required to provide proof of other immunizations as recommended for healthcare workers by the Centers for Disease Control and Prevention, or of immunity to these diseases.

All employees shall have tuberculin (TB) test upon employment and annually thereafter, or have a follow-up plan approved by employee health if there is a positive test. If employee is known to have a positive TB test prior to entrance on duty, no TB testing will be carried out; instead the employee shall see a physician to establish an individualized program to assure the absence of active TB in the

employee, shall complete and annually system questionnaire, and must report any relevant symptoms promptly.

**Special Consideration:** if you are allergic to any component of the vaccine or have documented history of severe reaction to vaccine or are currently pregnant you may not have to be immunized, however, you are required to provide documentation/proof, in order to be considered for employment. COVID-19 is exempt from this consideration.

### **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. There is common exposure to contagious and infectious diseases. Hepatitis B vaccine is recommended and offered at no cost. The work may include a certain amount of exposure to hostile and emotionally disturbed patients, families, and visitors.

### **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  
Human Resources  
P.O. Box 115, Bldg. 71  
Neah Bay, WA 98357  
Fax: (360) 645-3123  
E-mail: [hr@makah.com](mailto:hr@makah.com) (PLEASE NOTE NEW EMAIL ADDRESS)**

**OPEN: April 15, 2024  
CLOSE: April 30, 2024**

**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, gender identity, 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, Subchapter V, Sections 472 and 473.