



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Benefits Coordinator/Tribal In-Person Assister

OPEN: February 13, 2020

EXEMPT: No

SALARY: (6) \$16.50-\$18.48 p/h DOE

SHIFT: Day

LOCATION: LTHC

DURATION: Regular Full Time

CLOSES: February 28, 2020

JOB CODE:

DIVISION: Health & Human Service

DEPARTMENT: LTHC

SUPERVISOR: TIPA Supervisor

VACANCIES: 1

JOB SUMMARY: Provide in-depth knowledge and experience of third party alternate resources with the ability to successfully communicate with staff, patients, and representative of alternate resource agencies. Acts as an advocate for patients in the effective utilization of alternate resources, where "alternate resources" currently refers primarily to Medicaid or Medicare, but also includes private insurance and workers compensation. Although the specific duties of the Benefits Coordinator/Tribal In-Person Assister will change as requirements regarding the use of alternate resources change, the primary goal of the Benefits Coordinator is to maximize collectible claims from third party alternate resources, with Contract Health Service's being the resource of last resort. Obtains and processes demographic and insurance information for alternate resources for Contract Health Services and for the Billing Office.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Informs and provides educational materials to patients and community members about Medicare Open Enrollment Periods, Part A, B, C, & D.
2. Prepares payments for Medicare Part D and reimbursement checks for Part B.
3. Will actively assist CHS eligible patients to secure alternate resources, assuring that Contract Health is the payor of last resort. Alternate resources may include Basic Health, Medicaid, Medicare or other private insurance
4. Will keep informed and updated on alternate resources and monitor current direct care services available to patients. When eligible for alternate resource(s), will assist patients with the application process and inform them of their rights and responsibilities relating to their coverage.
5. Will conduct out of the office or home visits to help patients sign up for alternate resources.
6. Will generate and monitor correspondence sent to patients regarding applications to alternate resources. Will document all contacts made (verbal and written) with patients to determine whether patients are following up with requested documentation.
7. Will navigate through RPMS or Moonwalk to update insurances and to ensure patient information is current.

8. Interviews patients to obtain pertinent information (i.e.: demographic and insurance information and authorization) to enable the Business Office to bill for health care services provided from all alternate resources and to help determine eligibility for other coverage.
9. Assist patients in completing new or updated forms for the RPMS Patient Registration System. Obtains information needed to determine eligibility for patients seeking care by requesting documented proof of Indian ancestry and/or tribal membership (i.e.: tribal enrollment card, certificate of Indian blood, etc.) according to CHS (aka PRC) guidelines.
10. Provides outreach and community education regarding health care benefits, including group education, and periodic articles for the newspaper. Establish positive relationships with employer human resources programs in order to facilitate benefits for patients.
11. Be knowledgeable to educate patients with process to receive reimbursement for out of pocket expenses related to Co-pays or medications.
12. Collect and prepare necessary information to facilitate the appeal process for patients when a patient has received a denial of payment from Contract Health Services.
13. Must maintain good working relationship with Supervisor, Director, and other LIBC employees.
14. Back up for CHR (aka Health Transportation), as requested. Must keep an accurate log of transportation provided.
15. Must attend required training to keep Tribal Assister Certified.
16. Other tasks as assigned by the Tribal In-Person Tribal Assister Supervisor.
17. As other duties assigned.

MINIMUM QUALIFICATIONS:

- High School Diploma/GED
- Associates degree, *preferred*
- **OR** 2 years experience in clinical, social work, or an administrative environment.
- Must have Certified Tribal In-Person Assister with the Washington Health Plan Finder Program or willing to obtain within 3 months of hire.
- 2 years of experience with Microsoft Office (Word, Outlook, Excel) and other office equipment (faxing & copying).
- 6 months experience in working with RPMS, Methasoft, or another healthcare software, *preferred*.
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Good communication skills along with the ability to interact well with customers.
- Working knowledge of eligibility requirements of the Lummi CHS (aka PRC) Program. Ability to incorporate continuing policy revisions in order to avoid negative ramifications of allowing a non-eligible individual seeking medical care to enter the system.
- Knowledge of whether documented proof offered meets CHS requirements
- Knowledge and proven experience of interview techniques, business office functions, policies and procedures to be able to refer inquiries to appropriate personnel.
- Working knowledge of how to determine Medicaid, Medicare, and Sponsorship eligibility.
- Must have the ability to maintain strict patient confidentiality and to be in compliant with HIPAA regulations.

- Ability, skills, and confidence to be able to use health computer software, such as RPMS software application.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.