



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 (TIPA) III
Lummi Counseling Services (LCS)

OPEN: May 5, 2026

EXEMPT: No

SALARY: (7) \$21.25-\$23.05/hr. DOE

SHIFT: Day

LOCATION: LCS

DURATION: Regular Full Time

CLOSES: May 18, 2026

JOB CODE:

DIVISION: Health & Human Services

DEPARTMENT: LCS

SUPERVISOR: Methasoft Billing & Coding Supervisor

VACANCIES: 1

JOB SUMMARY: The Tribal In-Person Assister works under the supervision of the Metasoft Billing & Coding Supervisor. Works closely with Purchased and Referred Care (PRC) staff, Patient Care Coordinator staff, Referrals, and other departments to sign community members and Lummi Counseling Services (LCS) patients onto the Washington Health Benefits Exchanges for healthcare coverage. The scope of work requires a range of office experience including clerical work and customer service.

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

1. Explain the role of the Tribal In-Person Assister, explain the application and enrollment process and consumer resources for complaints or questions, help clients understand the documentation required to complete the process.
2. Aid clients and their families in the application process through the Healthcare Exchange; apps can be made through the web portal, by paper application, or helping the person by calling the Exchange Call Center; facilitate completion of application:
 - For subsidies or cost shared options; or
 - For Medicaid program where eligible; or
 - For full premium coverage when over income for Medicaid or subsidized coverage.
3. Explain the results generated through the on-line application follow the application through completion and help, including special American Indian/Alaska Native (AI/AN) Indian provisions and requirements.

4. Educate clients on how to select a plan; this may include conducting public enrollment activities.
5. Explain terms and conditions for plans, costs, payment options, penalties (if applicable).
6. Explain how coverage will interact with current access to health care through Indian Health Serveries, Tribal Programs, or Urban Programs.
7. May require home visits to complete application process.
8. Provide counseling and assistance for families as their financial circumstances changes to help them remain insured.
9. Provides outreach community education regarding health care benefits, including group education, and periodic articles for the newspaper. Establish positive relationships with employer human resources programs to facilitate benefits for patients.
10. 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.
11. Must maintain good working relationship with Supervisor, director, and other LIBC employees.
12. Must attend required training to keep Tribal Assister Certified.
13. Other tasks as assigned by the Tribal In-Person Tribal Assister Supervisor.
14. As other duties assigned.

MINIMUM QUALIFICATIONS:

- Minimum GED/High School Diploma
- Associated degree, preferred or Three (3) years' experience in clinical, social work, or an administrative environment.
- Must already be Certified Tribal In-Person Assister with the Washington Health plan Finder Program OR obtain certification within 60 days of hire.
- Three (3) years of experience with Microsoft Office (Word, Outlook, Excel) and other office equipment (faxing & copying).
- One (1) plus year 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 with all customers.
- Working knowledge of eligibility requirements of the Lummi CHS (aka PRC) Program. Ability to incorporate continuing policy revisions 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 regulation.
- Ability, skills, and confidence to be able to use health computer software, such as RPMS software application.
- 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.

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.
- Position requires Criminal 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.

