



| Employee Job Description | | |
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| Position Title: Patient Benefits Coordinator | | |
| Position ID # | | |
| Facility: St. Croix Tribal Health Clinic | | |
| Job Family: Health & Human Services | Comp Grade: DOQ | Status: FT |

St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people centered, service excellence-focused and results oriented manner.

Position Summary:

As the pandemic ends and our members and patients' insurances are changing we are adding a Patient Benefits Coordinator to our Benefits Team to assist individuals and families identify, enroll, and access affordable health insurance options through Medicaid, Medicare and the Health Insurance Marketplace. Daily duties involve interviewing members to determine eligibility of alternate resources, assisting patients with the enrollment and renewal processes and following up with members about how to best utilize their benefits (medical and tribal). The position may also require filling in at the front desk of the Tribal Health Clinic; registering patients, answering phones, screening for insurance from registration, and performing daily operations when needed.

Essential Functions:

- Answer phone calls, take and triage phone messages
- Obtain eligibility information from patients seeking healthcare who have not previously been treated at the facility and document accordingly
- Understand internal and external agencies and resources that members may be eligible for; such as other tribal benefits, VA, Food Share, Cell Phone Assistance, Local and County Programs, etc.
- Assist the front desk with keeping all insurance information current for billing purposes
- Perform clerical functions such as typing, copying, faxing
- Mail out educational materials for uninsured and under insured and help determine whether they are eligible for alternate resources

- Identify individuals, screen for eligibility, and assist applicants in application processes for Medicaid, Badgercare, Private Insurance or enrollment through an employer plan or applicant's Tribal plans when appropriate
- Excellent communication skills working with the Patient Benefits Coordinator, Front Desk Staff and PRC office so all offices can work together to ensure coverage
- Troubleshoot with and advocate for members by making phone calls and emails to outside agencies
- Help current and potential recipients understand the process, how to access their benefits and rights under federal law
- Ensure record keeping is done in a timely manner
- Follow OSHA and HIPAA guidelines
- Any other duties assigned by supervisor

Note: The essential functions are intended to describe the general contents of and requirements of this position and are not intended to an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

Directly Reporting to: Front End Supervisor/Business Office Supervisor

Matrix of INDIRECT Reporting: St. Croix Tribal Council

Scope and Complexity:

Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive messages, and appropriate application of business operations and practices.

Physical Demands/Environment Factors: OE-Typical Office Environment

- Requires extensive sitting with periodic standing and walking
- May be required to lift up to 50 pounds
- Requires significant use of computer, phone and general office equipment
- Needs adequate visual acuity, ability to grasp and handle objects
- Need ability to communicate effectively through reading, writing, and speaking in person or on the telephone
- May require off-site travel

Minimum Qualifications

- High School Diploma/GED

- Must demonstrate ability to assess customer and business needs and formulate plan of action; able to identify potential issues and proactively contain and manage challenges
- Requires intermediate level computer skills and ability to access information in meaningful ways
- Requires skill in conflict resolution and team building
- Must have demonstrated ability to work collaboratively with all levels of employees and managers
- Requires effective presentation, verbal and written communication skills
- Needs commitment to timelines and attention to detail for acceptable customer service

Native American Preference Given in Accordance with P.L. 93-638 and Amendments

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| EEPID | Employee Printed Name | Employee Signature | Date |
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| Supervisor Printed Name | Supervisor Signature | Date |
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*These are expected to be updated regularly as responsibilities come and go, and will be used to notify employee annually. All signatures are required.