



JOB DESCRIPTION

JOB TITLE: Patient Benefits Coordinator
REPORTS TO: Director of Tribal Support Services
DEPARTMENT: Medical
LOCATION: 740 Solano Street, Corning, CA 96021
STATUS: Full-time, 40 hours per week, Non-Exempt, 100% FTE

*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with **the Band's Preference Policy, Chapter 1-715** of the Paskenta Band of Nomlaki Indians Tribal Policies). Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

POSITION SUMMARY

This position focuses on the Paskenta Band of Nomlaki Indian Tribal Members but may from time-to-time aid in providing services to Alaska Natives/American Indians. The Patient Benefits Coordinator assists Tribal Members with obtaining and maintaining health coverage and other government assistance if eligible. They submit insurance claims and follow up on reimbursements. The Patient Benefit Coordinator works closely with members of the patient's care team to assess barriers to maintaining maximum insurance coverage. Enters and maintains demographics, insurance information, and referrals. Schedule transportation services as needed Assures timely and accurate recording of Indian Health Service Purchase Referred Care and Benefits at Rolling Hills Clinic. Requires strict confidentiality.

DUTIES & RESPONSIBILITIES

1. Maintains ongoing tracking and appropriate documentation of PRC and other funding specific to Tribal members.
2. Compiles and organizes Tribal Member receipts/invoices for medical services.
3. Maintains running database of PRC and Third-party disbursements.
4. Organizes and completes all PRC related paperwork for presentation at PRC Committee
5. Maintains ECW and Open Dental current and up to date with complete Roll of Tribal Members.
6. Remain current on available options, including eligibility and enrollment requirements
7. Work closely with community and governmental agencies, including Social Security, Medicare, and private insurance companies to assist patients in resolving insurance problems
8. Follow-up with the finance department, other health care facilities, and insurances to ensure billing and payments are processed in a timely manner.
9. Maintains running database of PRC and Third-party disbursements.
10. Assist patients with the process of obtaining and maintaining maximum insurance coverage, including identifying available health care insurance options as needed.
11. Contact review organizations, financial institutions, health-care facilities and insurance companies to ensure prior approval requirements are met and ensure Medicare-Like –Rates are applied as appropriate.
12. Assist patients in problem solving potential issues related to the health care system, financial or social barriers. (E.G., request interpreters as appropriate, transportation services or prescription assistance).
13. Serves as the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns. May assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely fashion while maintaining strong relationships
14. Monitors the status of and works to close pending insurance claims and outstanding patient balances per departmental goals.

15. Identifies and utilizes cultural and community resources. Establish and maintain relationships with identified service providers.
16. Attends staff meetings, departmental trainings and participate in organizational process improvement
17. Other duties as assigned

REQUIREMENTS

1. Minimum 18 years of age
2. Valid California Driver's License

MINIMUM QUALIFICATIONS

1. A High School Diploma require.
2. Experience working with insurances required.
3. MA experience preferred.
4. Current BLS and First Aid Certification (may obtain within first 30 days of employment).
5. One year of clerical experience in medical office setting required. Other related experience may be considered in lieu of medical office experience.
6. Insurance and third-party billing associated with health care benefits.
7. Medical terminology preferred.
8. Excellent communication and interpersonal skills.
9. Maintains running database of PRC and Third-party disbursements.
10. Negotiation skills with Hospitals to ensure MLR are provided to all Tribal Member
11. Serves as contact point for communication with Tribal Members
12. May be called on to provide transport of Tribal Members.
13. Working knowledge of; Microsoft products to include but not limited to: 360, Outlook, Excel, Word, Teams. Electronic Medical Records: eCW and Open Dental (preferred but not required-will train upon employment).

WORK SCHEDULE

- Monday-Friday-occasional Saturday as required: Hours vary as needed to care for Tribal members.

COVID RAPID TEST REQUIREMENT

To protect the welfare and safety of clients receiving services at Rolling Hills Clinic, you will be required to obtain a COVID Rapid Test onsite prior to date of hire.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. Prolong periods of sitting a desk and working on a computer. Must be able to lift up to 50 pounds. Push patient weight in wheelchair. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NOTE TO APPLICANTS: Please be advised a post job offer, pre-employment Drug Testing, Physical and TB test are required as a condition of employment. Additionally, you may be asked to get a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

Employment with Rolling Hills Clinic is voluntarily. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.