

Little Traverse Bay Bands of Odawa Indians

REPOSTED Job Posting



Job Title: PRC Benefits Assistant

Department: Health-Purchased Referred Care

Reports To: Purchased/Referred Care Manager

Status: Non-Exempt

Salary Level: \$15.98 to \$22.37 per hour / (\$33,238 to \$46,530) Annually

Level: B21

Opens: April 21, 2022

Closes: May 05, 2022

SUMMARY: The primary purpose of this position is to increase office functionality for the Purchased/Referred Care (PRC) Program. This position is responsible for identifying tribal patients eligible for alternate resources and assisting them through the application(s), managing and organizing office records, and helping with coverage of the PRC's desks. LTBB's ideal candidate is an efficient, dynamic, and cooperative individual who can perform well while juggling multiple tasks while representing the LTBB Health Department in a professional and positive manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides exceptional customer service to patients, vendors, and fellow employees.
- Maintains client information in the strictest confidence as medical privileged personal information, following HIPAA and LTBB confidentiality expectations.
- Adheres to Indian Health Services, PRC, and departmental policies, rules, and regulations. Ensures to maintain up-to-date knowledge of such information as it constantly changes.
- Is knowledgeable to assist patients who qualify for alternate resources, including but not limited to, Medicare, Medicaid, Department of Veteran Affairs, Vocational Rehabilitation, Worker's Compensation, Children's Special Health Services, and Social Security. Contacts alternate resource agencies through telephone, correspondence, and personal visits to ensure maximum utilization.
- Tracks and follows up on applications for alternative resources until its completion.
- Manages the storage of patient files to ensure it is well maintained, organized, and easily accessible to PRC staff.
- Processes and distributes received mail for PRC daily.
- Will be one of the primary PRC staff members to cover the main desks: Central Registration, PRC Front Desk, and PRC Referral Desk.
- Must be able to stand in on Managed Care Meetings when necessary.
- Works as a team with other PRC employees to ensure that all program duties are completed.

- Attends appropriate training as needed and required.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

High school diploma or GED required. Some administrative college courses required. Minimum two years of experience working in an office environment related to health with customer interaction required.

KNOWLEDGE, SKILLS AND ABILITIES:

Typing Skills:	Must be able to type minimum of 50 words per minute.
Computer Skills:	Must have a strong understanding of Microsoft Word, Excel, and Outlook. Must understand how to navigate insurance websites and know the difference between malware and trusted sources.
Written Communication Skills:	Must be able to compose a simple business letter, memo, and professional email.
Verbal Communication Skills:	Must be able to verbally communicate in a respectful, clear, and confident manner, in person and on the phone, with patients, employees, and outside networks. Must be able to show empathy and relate to patients seeking assistance.
Professionalism:	Must be able to work in stressful situations while maintaining professional composure. Must be friendly and personable, and able to accept constructive feedback and have a positive working attitude. Must be able to multi-task and thrive in fast paced, busy, working environment. Must abide by HIPAA policies pertaining to protected health information, keeping it in strictest confidence as required by law and CFR 42.
Business Machines:	Must be able to operate copier, online fax machine and employer servers. Must be able to comprehend applications such as EHR and RPMS. Must be willing to take classes and seminars in pertaining to alternate resources and the PRC program.
Travel:	Must be willing to travel to complete relevant training; possibly including air travel and several consecutive overnights.
Reliability:	Be reliable; able to follow work schedule and follow work rules.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must possess a valid driver’s license, reliable transportation, and be insurable for duration of employment.

COMMENTS:

Indian preference will apply. Candidates must pass a thorough background investigation, including criminal and employment. Individual must have a positive job history, including LTBB. Individual must take a TB test and get annual influenza vaccination due to working in a healthcare environment.