

Little Traverse Bay Bands of Odawa Indians

Job Posting



Job Title: Patient Benefits Specialist

Department: Health-Purchased Referred Care

Reports To: PRC Manager/Assistant Health Director

Status: Non-Exempt

Salary Level: \$18.15 to \$25.41 per hour/(\$37,759 to \$52,863) Annually

Level: B23

Opens: July 26, 2024

Closes: August 09, 2024

SUMMARY: The primary purpose of this position is to identify patients with eligibility for alternate resources, assist them with the enrollment process and act as an advocate for LTBB patients in the effective utilization of alternate resources. Provides excellent customer service and represents LTBB Health Department in a professional and positive manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides excellent customer service to clients, vendors and fellow employees. Represents the LTBB Health Department in a professional and positive manner.
- Identifies alternate resources available to patients; including Medicare, Medicaid, Department of Veteran Affairs, Vocational Rehabilitation, Worker's Compensation, Children's Special Health Services, Social Security, Tribal Offices, private insurance, state programs and any other applicable resources. Contacts alternate resource agencies through telephone, correspondence and personal visits to ensure maximum utilization.
- Collect and develop resources to educate LTBB patients on alternative resources and eligibility requirements.
- Assists patients in establishing and verifying eligibility for alternate resources and applying for use of alternate resources. Tracks and follows up on applications for alternative resources.
- Follows up on all pending applications and works closely with patients. Performs a variety of patient representative functions including completion of applications for alternate resources; making home/hospital visits to interview patients, coordinate transportation of patients to agencies, and/or interpreting alternate resource rules and regulations for patients.
- Provides information on rights and benefits of alternate resources and advises patients of non-payment or denial of claims. Advocates on patients behalf in disputing and debating the denial by third party sources.

- Performs and provides continuous research and updating of information involving changes in rules and regulations for alternate resources.
- To ensure consistency and proper service; adheres to Purchase Referred Care and departmental policies and procedures.
- Maintains client information in the strictest confidence as medical privileged personal information, following HIPAA and LTBB confidentiality expectations.
- Works as a team with other Purchase Referred Care staff to ensure that all Purchase Referred Care duties are completed; including front desk coverage as necessary.
- Attends appropriate training as needed and required.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

High school diploma or GED required with one year of completed college courses required (24 college credits minimum). One year of working in professional office environment required. Three years of experience in professional office setting with some health services or accounting experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

Must be able to work in stressful situations while maintaining a professional demeanor and positive working environment. Must be able to build and maintain professional working relationships with outside entities. Must be friendly and personable and able to accept constructive feedback from supervisor. Must be able to multi-task and thrive in fast paced, busy working environment. Must possess strong computer skills (Microsoft Word, Excel, Outlook). Must be able to type 50 wpm and able to create formulas in Excel and maintain Excel spreadsheets. Must have strong written skills and be able to compose a professional business letter, memo and report. Must be able to verbally communicate in a clear and confident manner; in person and on the phone with patients, coworkers and outside entities. Must be able to operate copiers, fax machines and calculators. Must be proficient in basic math. Must be willing to travel occasionally, possibly including air travel and several consecutive nights. Must be reliable and able to follow work rules and schedule. Must have a positive job history including at LTBB.

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 comprehensive background investigation. Individual must take a TB test, and get annual influenza vaccination due to working in a healthcare environment. Health Department is a scent-free environment.