



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position Description

Position: 3rd Party Payer

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 8:00am-4:30pm

Salary Range: \$20.00 per hour

Posting Date: July 17, 2024

Closing Date: 7/30/2024

Description of Position:

The 3rd Party Payer plays a crucial role in ensuring that patients receive the healthcare benefits and services they are entitled to. As the 3rd Party Payer, you will support the patient and help make their journey through the health care benefit system as smooth as possible while navigating the complexities of healthcare benefits by providing education, advocacy, and support. You will serve as a liaison between healthcare providers, insurance companies, and clients, ensuring that all parties understand coverage, costs, and rights under various healthcare plans and benefits.

Qualifications:

- High School diploma or equivalent required
- Bachelor's degree in healthcare administration, public health, or related field (preferred).
- Proven experience in healthcare benefits administration, insurance claims processing, or healthcare advocacy preferred.
- Ability to interpret complex information and explain it clearly to clients.
- Attention to detail and strong organizational skills.
- Strong understanding of healthcare policies, benefits plans, and medical terminology.
- Excellent listening and communication skills are essential as well as an empathic concern for the welfare of others.
- Strong computer skills required.

- Willingness to learn the complexities of the healthcare system.
- Strong problem-solving and conflict resolution skills.
- Passion for the well-being of patients.
- Able to work independently and manage multiple tasks.
- Ability to maintain patient confidentiality in accordance with the Federal Privacy Act and HIPAA
- CPR Certified or willing to obtain
- Mantoux TB test current.
- Completed Hepatitis B series.
- Must be able to pass a background check.
- Valid WI Driver's License.
- Valid Vehicle Insurance.
- Must be able to pass pre-employment and random drug testing.

Major Duties and Responsibilities:

1. Develop and maintain communication and contact with community services organizations and other agencies.
2. Advocate on behalf of clients with various programs to ensure they receive appropriate coverage and benefits. Assist the clients through the different programs to determine eligibility for support other than 3rd party.
3. Record daily efforts made into a software system. Track and document all client interactions and resolutions.
4. Assist clients in resolving issues related to denied claims or coverage disputes within our offered programs.
5. Provide support to clients by responding to their inquiries, providing solutions, and resolving issues.
6. Be the primary point of contact between the client and the LCO-CHC, and strive to ensure that the client is satisfied with the services provided.
7. Work with internal teams to ensure that any issues are addressed in a timely and efficient manner.
8. Assist clients in navigating the LCO-CHC'S services.
9. Follow up with clients to ensure satisfaction of needs met.
10. Communicate client feedback to internal teams.
11. Coordinate information and services between clients, patients, providers and insurance companies. They will explain things to patients ranging from medical bills to information on the physicians note during the clients medical visit.
12. Work directly with the patients of the LCO-CHC and represent their voice during internal decision making.

13. Field calls from customers or meeting individual clients onsite, assessing their needs, and attending meetings with management to ensure that their offered services match the client's interests.
14. Submit insurance claims and other paperwork for the patient. Investigates patient concerns when necessary.
15. Work with medical facilities to create payment plans.
16. Help patients understand their insurance coverage.
17. Inform patients of their legal rights.
18. Review patient paperwork for accuracy and completeness.
19. Determine if patient is approved for alternate 3rd party funding for medical invoices. If approved send to Tribal Governing Board for consensus approval for processing of payment.
20. Demonstrate flexibility and adaptability.
21. Stay informed about changes in healthcare policies, insurance regulations, and healthcare reform initiatives that may impact clients.
22. Complete monthly reports as requested by supervisor.
23. All other duties as assigned by supervisor.

Supervision and Guidance:

The 3rd Party Payer will work under the direct supervision of the Health Director.

***Applicants for employment with the Health Center must submit with the following documents the completed application form.**

Letter of Interest

Resume

Credentials

Proof of any Stated Qualifications

Three (3) Current Letters of Recommendation

Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, Wisconsin 54843
715-638-5132
715-634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

07/16/2024