

FORT BELKNAP INDIAN COMMUNITY

TITLE: Benefit Coordinator

WAGE: DOE

DEPARTMENT: Tribal Health

PROGRAM: Medical Business Office

STATUS: Permanent/Full-Time

LOCATION: Reservation-wide

SUPERVISION RECEIVED:

Incumbent receives supervision from the Tribal Health Centralized Billing Manager.

GENERAL DESCRIPTION OF DUTIES:

Under direct supervision of the Centralized Billing Manager, the Benefit Coordinator will serve as a medium for various government to government and interdepartmental health care insurance tasks, by providing health care insurance enrollment and guidance to public on how to obtain Medicaid coverage. Daily contact with people may include: those who are emotionally upset due to stressful circumstances.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Receives and evaluates applicant information to determine program eligibility in a timely manner, enters information, dates and codes into the state eligibility system, and maintains security and confidentiality of information
- Researches and analyzes information such as household composition, income, expenses, etc. and applies state/federal laws and policies to identify additional resources available through DPHHS programs
- Consults with applicants and recipients to explain program requirements and benefits by interpreting state and federal laws, resolving problems, and request documentation needed to verify eligibility for programs
- Monitors compliance and re-determines eligibility based on changes of status related to program participants
- Performs periodic reviews of case information and system software to ensure compliance with program regulations, support division quality assurance efforts, and identify potential problems such as suspected fraud including evaluating information from third parties, suspending or disqualifying recipients as appropriate, setting up repayment plans if overpayments have occurred, and communicating benefit and requirements and the processing of applications.

- Identifies patients who have or are potentially eligible for alternate resources and advocates for suitable health care coverage. Schedule office or home setting appointments with community members to assist with health care enrollment and educates the beneficiaries on health care benefits, co-payment, cost shares, and deductibles for services rendered, etc.
- Conducts personal in-depth patient interviews on a daily basis to determine eligibility for alternate resources
- Reconciles end-of-day recruitment and enrollment processing and reports. As required types routine correspondence, progress reports, memorandum and statistical reports using various automation systems and programs. Monitors enrollment and eligibility into the program
- Coordinates enrollment consultation with the Tribal Health Departments and provides logistic support to the program. Acts as the patient representative for the program.
- Answers telephone and personal inquiries regarding patient registration and patient benefits coordination

OTHER DUTIES AS ASSIGNED:

Performs special projects, attends meetings, provides backup for other staff, participates in training and performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Position requires knowledge of a wide range of community based and/or statewide assistance programs and eligibility requirements for third party health coverage.

- Knowledge of eligibility and/or compliance determination rules and procedures including HIPAA and IRS regulations
- General knowledge of Medicaid and medical terminology
- Knowledge of effective customer service and motivation interviewing methods and techniques
- Skill in assisting individuals from a variety of backgrounds and cultures
- Skill in mentoring, assigning and reviewing work, and providing guidance to others
- Effective written and verbal communication skills
- Ability to recognize and analyze information and evaluate results to solve complex issues
- Ability to develop and maintain professional relationships
- Ability to adapt to a changing environment and prioritize workload
- Ability to operate various computer software applications and office equipment, and navigate or troubleshoot through new computer systems
- Ability to be proactive and demonstrate initiative
- Ability to effectively operate computers, web based portals and office equipment

EDUCATION AND EXPERIENCE:

- High School Diploma and two years' experience in medical office setting; or equivalent combination of education and experience.
- Associates or Bachelor Degree in Office Administration and or Allied Health with 5 years of experience.

SPECIAL CONDITIONS:

- Must possess a valid State of Montana Driver's License and be eligible at ordinary cost for inclusion with the Tribal Master Insurance Plan and have dependable, reliable and insured transportation.
- Must submit to a background check, which includes criminal and work history.
- Must submit to take a drug test prior to and during the period of employment.
- Complies with the Department's Safety Program as outlined in its Workplace Safety Policy
- Observes all safety rules and applies accident prevention principles while performing duties; and reports all workplace accidents or injuries to the supervisor or designee
- May be required to work beyond normal business hours.
- Must perform detailed work accurately, efficiently and promptly
- Must have the skills to establish and maintain working relationships with public, state and tribal officials.
- Must have the ability to communicate with employees and public.
- Indian/Veteran Preference Policy applies.

***Immigrant Reform and Control Act requires that all individuals appointed to a position must present proof of employment eligibility. Successful applicants will be asked to produce documentation.**

Review and approved: Program Manager FMM on 6.12.2024