

FORT BELKNAP INDIAN COMMUNITY

TITLE: Program Assistant

WAGE: DOE

DEPARTMENT: Tribal Health

PROGRAM: Medical Business Office

STATUS: Full-Time

LOCATION: Agency Area

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 Program Coordinator will serve as a medium for various government to government and interdepartmental health care insurance tasks, by providing health guidance to public on Medical transportation. Daily contact with people may include: those who are emotionally upset due to stressful circumstances.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Consults with applicants and clients for Low Income and Elder Medical assistance to get to and from medical appointments.
- Monitors compliance based on changes of status related to program participants eligibility.
- 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.
- Identifies patients who have or are potentially eligible for alternate resources.
- Answers telephone and personal inquiries regarding patient information

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:

- Knowledge of eligibility and/or compliance determination rules and procedures including HIPAA
- General knowledge of Medicaid and medical terminology
- Knowledge of effective customer service

- Skill in assisting individuals from a variety of backgrounds and cultures
- Skill in providing guidance to the community
- 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.

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SPECIAL CONDITIONS:

- 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 MM on 5.1.2025