



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

OPEN: 01/11/19
CLOSE: 01/25/19

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: P/RC PATIENT BENEFITS COORDINATOR

RESPONSIBLE TO: Purchased/Referred Care Director

SALARY: GS-6 \$31,063 – \$39,941/Annual - Full Benefits
GS-7 \$34,137 - \$44,371/Annual - Full Benefits
GS-8 Only for Employees with 10+ years of Service

CLASSIFICATION: Non-Management, Full-Time, Grant Funded

LOCATION: Klamath Tribal Health & Family Services
3949 S. 6th Street
Klamath Falls, Oregon

POSITION OBJECTIVES

The primary responsibility of this position is to ensure that all patients who are eligible for alternate resources are identified, contacted, and encouraged to apply for and maintain eligibility for available health care benefits which maximizes patient care and enhances revenue for expansion of services.

The purpose is to identify patients who may be eligible for alternate resources such as Medicaid, Medicare, Veterans Benefits, SSI, private insurance, etc. This includes determining if the patient qualifies for alternate resources, assisting the patient with the completion of applications and following up with the insurer to verify coverage.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for timely and accurate data entry into NextGen and the RPMS system.
2. Ensure maximum identification of persons who have or are eligible for alternate resources by effectively implementing supervisor approved screening, interview and education methods.

3. Work closely with all Klamath Tribal Health & Family Services' staff in identification and assistance with enrollment in all alternate resources available to patients who utilize Klamath Tribal Health & Family Services, giving emphasis to those who reside in the Klamath Tribes' Health Service area (Klamath County).
4. Provide a response describing initial action taken to the referring staff member within five business days upon receipt of referral. Maintain a log of the actions taken regarding the referral.
5. Document all work activities related to alternate resources. Complete an accurate detailed daily log of home visits, applications processed and advocate work on all referrals. Submit written documentation to P/RC director on a bi-weekly basis. Maintain a log noting all actions taken regarding referrals.
6. Document all work activities on finding/maintaining alternate resources on the "notes page" of the patient's chart in the current database system being utilized by Klamath Tribal Health.
7. Assist patients and their families with processing applications for alternate resources. Provide interpretation of the rules and regulations from the organization supplying the benefit, as well as the rules governing Tribal/IHS services.
8. Transmit all applications for alternate resources to the appropriate agency; track and monitor the processing of applications.
9. Develop a follow up system to track all applications for alternate resources and to monitor missing information, renewal/end dates, etc. Follow up to ensure deadlines are not missed.
10. Monitor all pending eligibility claims and work closely with families and agencies. This may require occasional travel to the patient's home to acquire documentation and/or to interview the patient for additional information.
11. Advocate on behalf of tribal patients to ensure that patients are not discriminated against because of their dual role as a citizen and as a Tribal Health/IHS recipient.
12. Review with patients what services are covered and how to use those services.
13. Keep patients and staff up to date on regulatory changes by researching, updating and sharing information on alternate resources.
14. Continually research all alternate resources, exploring all available options for patient coverage. Share information obtained with other Klamath Tribal Health & Family Services' staff members.

15. Develop and maintain a network of contacts in local, state and federal agencies to better assist patients in developing other resources. Identify a contact at each agency that can assist the patient with detailed applications.
16. Maintain daily, monthly, and quarterly statistics of enrollments, approvals and denials of applications including detailed reports on the number of Cover Oregon applications submitted and time spent on those applications. Submit reports to the P/RC Director.
17. Attend quarterly pre-tribal meetings hosted by DHS when requested P/RC Director.
18. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

The Patient Benefits Coordinator works under the direct supervision of the Purchased/Referred Care Director. Assignments are performed according to various established office procedures using set standards. New assignments are provided in detail, as well as changes in current procedures. Major or new issues are referred to supervisor. Work is checked for accuracy, adequacy, and timeliness.

After initial training, recurring assignments are completed independently. Completed work is spot checked for accuracy, adequacy and timeliness, and compliance with policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of and the ability to maintain strict confidentiality of medical and administrative records adhering to the standards for health record-keeping under HIPAA and Privacy Act requirements.

A working knowledge of Medicare/Medicaid, SSA, DSS and Tribal programs and other related agencies policies and procedures to assist patients in application for alternate resources.

Knowledge of the eligibility requirements for Medicare/Medicaid, OHP, in order to determine who is eligible for alternate resources.

A working knowledge of sensitivity communication practices and interview techniques in order to speak with and for the patient.

Possess basic knowledge of how to establish registers of eligible patients in various programs to determine who is eligible for alternate resources.

Knowledge of required formats and various documents maintained by Klamath Tribal Health & Family Services from both internal and external sources to compile and produce various reports. This includes the ability to review a variety of schedules and analyze data reports.

Able to ensure good public relations by maintaining a cooperative and considerate attitude toward others.

Must possess the ability to follow directions and absorb data necessary to efficiently perform assigned duties and responsibilities.

Must have the ability to function well under the pressure of meeting deadlines in difficult situations. The work consists of duties that involve different and unrelated processes and methods. Frequently involves establishing the eligibility of patients with uncooperative outside agencies and assisting in settling controversial issues.

Must be willing to go to patients' homes to interview and collect information. This will require eligibility to KTHFS' vehicle insurance and the ability to drive in inclement weather.

Must be proficient in typing and computer skills. Emphasis will be on accuracy and attention to detail. Ability to use IBM compatible PC, MS Word, MS Excel, MS Office, and ability to learn NextGen/RPMS program necessary for data tracking.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by the Klamath Tribal Health & Family Services' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **REQUIRED** to type/keyboard a minimum of 30 wpm with accuracy. Certification of typing/keyboarding ability is required. *(Must submit a certified 3-5 minute test with application; test may not more than 6 months old.)*
- **REQUIRED** to be able to drive in adverse weather conditions.
- **REQUIRED** to have excellent communication skills; understanding of Tribal services, alternate health resources and service terminology.

- **REQUIRED** to maintain strict patient confidentiality and adhere to the standards for behavioral health record-keeping and HIPAA requirements.
- **REQUIRED** to have recordkeeping skills with the ability to complete required documentation and required written follow-up.
- **REQUIRED** to be familiar with Social Security, Medicaid and Medicare regulations and guidelines.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.

Preferred Qualifications:

- Two (2) years experience working in a medical office is preferred.
- Experience working with Native American programs is preferred.
- Experience working with medical/records management is preferred.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.