



# Klamath Tribal Health & Family Services

3949 South 6<sup>th</sup> Street  
Klamath Falls, OR 97603

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

EXEMPT \_\_\_\_\_  
NON-EXEMPT  X

OPEN 10-26-23  
Open until filled

## POSITION DESCRIPTION

**POSITION:** PATIENT BENEFITS COORDINATOR

**RESPONSIBLE TO:** Patient Registration Manager

**SALARY:** Step Range: 9 \$34,912-28 \$61,218; Full Benefits

**CLASSIFICATION:** Non-Management, Full-Time, State Funded

**LOCATION:** Klamath Tribal Health & Family Services  
Klamath Falls, Oregon  
Wellness Center Chiloquin, Oregon

**BACKGROUND:** Comprehensive

## POSITION OBJECTIVES

The primary purpose of this position is to function as an advocate for patients in the effective utilization of alternate resources such as Medicare, Medicaid, Department of Veterans Affairs (DVA), Bureau of Employment Compensation (BEC), Private Insurance Billing (PIB, Children's Special Health Services, Aid to Families with Dependent Children (AFDC), Oregon Health Plan, etc. 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 benefits.

## MAJOR DUTIES AND RESPONSIBILITIES

1. Determine eligibility of patients referred from Klamath Tribal Health & Family Services' staff. Provide a response describing initial action taken to the referring staff within one working week upon receipt of referral. Maintain a log noting all actions taken regarding referral.
2. Work closely with Patient Registration, Third Party Billing, Contract Health Services and other front line staff to ensure all patient information is current, accurate and that all alternate resources are utilized.

3. This position will provide back up for Patient Registration and assist in maintaining current and accurate patient data in the database being utilized by Klamath Tribal Health. This will involve interviewing and screening new and existing patients and informing Patient Registration staff so that the appropriate changes can be made. The Patient Benefits Coordinator may make the changes with approval from the supervisor.
4. Ensure maximal identification of persons who have or are eligible for alternate resources by effectively implementing screening and interview methods.
5. Work closely with all facility staff in identification and proper utilization of all alternate resources available to all patients who utilize the Klamath Tribal Wellness Center, giving emphasis to those who reside in the Klamath Tribes' Health Service area (Klamath County). Alternate Resources are those that provide direct health assistance for the client, for example Medicaid and Medicare.
6. Assist patients and their families with processing all applications for alternate resources, for example Medicaid and Medicare. Provide interpretation of the rules and regulations from the organization supplying the benefit, as well as the rules governing Tribal/IHS services. Review with patients what is covered and how to use those services. This may require occasional travel to the patient's home to acquire documentation or to interview the patient for additional information.
7. Transmit all applications for alternate resources to the appropriate agency; track and monitor the processing of applications.
8. Develop a follow up system to track all applications for alternate resources and to monitor renewal/end dates. Follow up to ensure deadlines are not missed.
9. Follow up on all pending eligibility claims and work closely with families and agencies to see that patients are not discriminated against because of their dual role as a citizen and as a Tribal Health/IHS recipient.
10. Keep patients and staff up to date on regulatory changes by researching, updating and sharing information on alternate resources.
11. 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.
12. Develop and maintain a network of contacts in local, state and federal agencies to better assist patients in developing other resources, including all agencies and organizations that provide alternate resources for health care. Identify a contact at the agency who can assist the patient with detailed applications for Social Security

Administration (SSA), Department of Human Services Tribal programs AFDC, Supplemental Social Security Income (SSI), etc.

13. Responsible for maintaining an accurate daily log of activities; log of visits with patients noting the chart number, the time and what action was taken, (i.e. home visit to complete application, advocate work at the local DHS office, etc.); submit log to Patient Registration Supervisor for review each week.
14. Assist clients with applications for disability determination through the Social Security Administration by providing the information on how to apply online. Staff may also assist the client in making contact with an agency or individual of their choice who specializes in disability assistance.
15. Submit monthly and annual reports to the Patient Registration Supervisor. Submit quarterly reports to the Office Of Medical Assistance Programs as agreed to by contract
16. Attend quarterly pre-tribal meetings hosted by DHS when requested by Patient Registration Supervisor.
17. 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 Patient Registration Manager. 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, SSI, 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 RPMS program necessary for data tracking.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

### **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 acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to have excellent communication skills; understanding of Tribal services, alternate health resources and service terminology.
- **REQUIRED** to drive in adverse weather conditions.
- **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 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 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 accept the responsibility of a **mandatory reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

**Preferred Qualifications:**

- Three (3) 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 6<sup>th</sup> Street**  
**Klamath Falls, OR 97603**  
[jobs@klm.portland.ihs.gov](mailto:jobs@klm.portland.ihs.gov)

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.

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Employee Signature Date

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Supervisor Signature Date