



Three Affiliated Tribes Elbowoods Memorial Health Center

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

BENEFITS COORDINATOR

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Patient Services Manager	FLSA STATUS: FT-Regular
DEPARTMENT: EMHC Patient Services	LOCATION: 1251 Elbowoods Loop
SALARY: \$22.00 – \$32.00	OPENING DATE:
CLASSIFICATION: Non-Exempt	CLOSING DATE:

POSITION SUMMARY:

The Benefits Coordinator reports directly to the Patient Services Manager, with overall responsibility to the CEO. The Benefits Coordinator is responsible for enrolling patients in various insurance plans based on their eligibility. This position necessitates a comprehensive understanding of healthcare system operations and promotes a positive work environment while functioning as a collaborative team member. The role demands high levels of organizational effectiveness and communication. Must operate proficiently and autonomously to manage a diverse range of tasks, which include prioritizing responsibilities and coordinating work effectively.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Ensure a high level of quality service is consistently provided to all patients;
2. Review Purchased/Referred Care (PRC) referrals and verify patient eligibility for services;
3. Screen uninsured referred patients for alternate resources and determined patient eligibility through effective interview and screening methods;
4. Assist patients and families with completing applications for alternate resources and interpreting relevant program rules, including those of IHS/Tribal services;
5. Educate patients on covered benefits and how to utilize available services;
6. Assist patients in resolving potential barriers related to the healthcare system, including financial or social concerns (e.g., interpreter services, transportation, or prescription assistance);
7. Follow up on all pending eligibility claims; work closely with patients, families, and agencies to ensure completion;
8. Assist patients in appealing denials from third-party resources, as applicable;
9. Stay up to date on eligibility and enrollment requirements for all available health coverage options;
10. Continually research alternate resources and ensure current application materials and information are readily accessible to patients;
11. Direct incoming and outgoing calls, messages, and inquiries to appropriate personnel;
12. Screen telephone calls, review registration information, and assist with appointment scheduling or changes based on guidelines;



**Three Affiliated Tribes
Elbowoods Memorial Health Center**

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

BENEFITS COORDINATOR

13. Respond to referrals from Patient Registration, PRC, and other departments or committees; make appointments for patients without alternate resources;
14. Resolve problem situations independently and notify the Patient Services Manager of any significant or unusual concerns that may impact patient satisfaction, service timeliness, or reimbursement;
15. Document all patient interactions and activities related to alternate resource identification in the electronic health record (EHR);
16. Provide monthly reports to the supervisor/administration on activities and outcomes;
17. Maintain and update spreadsheets and reports related to Patient Services special projects;
18. Submit an end-of-month report to the supervisor detailing total calls and in-person visits;
19. Develop and maintain a network of contacts within local, state, tribal, and federal agencies to improve access to alternate healthcare resources;
20. Educate Patient Registration, PRC, and other staff on updates to benefit programs;
21. Take initiative in leading in-service training sessions for staff;
22. Organize and participate in community enrollment and outreach events, promoting awareness and enrollment in available benefit programs;
23. Step in to fulfill staff roles during absences or when needed;
24. Responsible for ongoing staff training and professional development;
25. Represents EMHC in a highly professional matter;
26. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
27. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
28. Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
29. Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
30. Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center;
31. Attend training and maintain certifications as required; and
32. Other duties as assigned.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.



Three Affiliated Tribes Elbowoods Memorial Health Center

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

BENEFITS COORDINATOR

SUPERVISORY REQUIREMENTS:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical** – The individual synthesizes complex or diverse information;
- **Problem solving** – The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
- **Verbal/written communication** – The individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings;
- **Quality management** – The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness;
- **Judgment** – The individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions;
- **Planning/Organizing** – The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans;
- **Safety and Security** – The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation and Elbowoods Memorial Health Center policy and procedures of personnel administration;
- Knowledge of the organizations and operations of administrative programs.

Abilities

- Ability to analytically evaluate processes and to recommend improvements as necessary;
- Ability to interpret billing manuals, insurance, and/or third-party coverage;
- Ability to relate well to patients, families, co-workers, and physicians;
- Ability to work with speed and accuracy while completing multiple tasks as required;
- Ability to type 45 WPM;
- Ability to apply and adapt practices and techniques to the special requirements of senior management;
- Ability to establish and maintain effective relationships with other management staff, employees, and the public;
- Ability to present facts and recommendations effectively in oral and written form;
- Ability to be punctual, reliable, dependable and able to maintain confidentiality.

MINIMUM QUALIFICATIONS AND EDUCATION:

- Associate's degree; **REQUIRED**
- Five (5) years of experience; **REQUIRED**
- Strong commitment to formalized orientation and training of staff on an ongoing basis;



Three Affiliated Tribes Elbowoods Memorial Health Center

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

BENEFITS COORDINATOR

- Understanding of government/state payers, including eligibility factors;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Familiarity with MHA Nation culture, values, and traditions;
- Valid Driver's License and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle; **REQUIRED**
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 1:00 p.m. to 5:00 p.m. CST;
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job;
 - Work is performed in an office environment with varying conditions of noise level, temperature, and illumination;
 - Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment;
 - Work situations may be stressful and require irregular hours;
 - Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment;
 - Work is performed inside with exposure to unpredictable crisis situations;
 - Shift work may be required;
 - Extensive walking is required since interaction between all disciplines within the health care operations and management is required;
 - Travel may be required to accomplish organizational goals;
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
 - The individual is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear;
 - The individual is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl;
 - The individual must regularly lift and/or move up to 50 pounds;
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus;
 - Must be alert, oriented, ability to perform with accuracy and always be self-conscious of surroundings.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.



**Three Affiliated Tribes
Elbowoods Memorial Health Center**

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

BENEFITS COORDINATOR

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to ABR_MNTEMHCrecruitment@ihs.gov & Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____