



Red Cliff Band of Lake Superior Chippewa Indians

88455 Pike Road

Bayfield, WI 54814

Phone: 715-779-3700 Fax: 715-779-3704

Email: redcliff@redcliff-nsn.gov

JOB DESCRIPTION

POSITION: Medical Benefits Specialist

LOCATION: Red Cliff Community Health Center

SALARY: \$12.00-14.00 per hour depending on qualification, Plus Benefits

THIS IS A REGULAR FULL-TIME NON EXEMPT POSITION

SUPERVISOR(S): Purchase/referred care supervisor/ Patient Administration Department Head/ Health Center Administrator

JOB SUMMARY: The Medical Benefits Specialist assists clients in the participation of State or Federal medical programs.

JOB DUTIES AND RESPONSIBILITIES:

1. Serve as an advocate assisting clients applying for and making use of Medicaid Medicare and Affordable Care Act benefits.
2. Directly assist clients in the application process for Medicaid, Badger care, Veterans, Affordable Care Act, Senior Care, Humana, or other chosen insurance making home visits as necessary.
3. Follow up contact with clients who have not completed application or lost eligibility.
4. Transport clients to appointments for eligibility purposes, if no other resource is available.
5. Interpret federal and state program guidelines to provide clients with sound advice and harmless recommendations in the application for and use of health care benefits.
6. Work in close conjunction with Tribal and county Social Service Department, managed care organizations, Veterans service officers, and other public and private agencies and/or programs to develop appropriate referral networks.
7. Make proper referrals to programs other than State Sponsored medical programs to include: Veterans Service, Social Security, Charitable organizations, etc.
8. Develop and utilize effective outreach and screening methods to identify eligible clients, to support individual application processes, and insure maximum program participation.
9. Assist the Purchase/Referred Care Administrator with daily activities to include: issuing authorizations, taking applications, verifying information, and processing claims
10. Maintain effective communication with State of Wisconsin Medicaid and Badgercare administrative staff and offices and private subcontractors involved with these programs.

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11. Assist with all clinic departments by verifying information and taking referrals when a need for insurance or resources is verified.
12. Complete monthly, quarterly, and annual reports as required by Health Center Administration, Health Board, Tribal Council, regulatory bodies, and/or third party payers. Maintain a record of all reports and supporting documentation as required.
13. Maintain the confidentiality of all client specific information and data in accord with federal and state guidelines and requirements.
14. Present a professional, caring image for the Health Center and its programs.
 - a) Maintain a cooperative relationship with other Health Center staff and employees.
 - b) Demonstrate tact, courtesy, and respect in communication and interaction with Health Center patients, visitors, and staff and with outside agencies and programs.
 - c) Promote a working environment noted for effective cooperation and collaboration between programs, services, and co-workers.
 - d) Dress appropriately to promote professionalism within or outside of the Health Center during work or event hours.
15. Utilize the resources, materials, office supplied, equipment and physical plant allocated for use by the Red Cliff Community Health Center in accord with professional practice norms and Tribal policy.
16. Participate in quality assurance measures conducted within the Health Center.
17. Adhere to a professional code of conduct and applicable federal and state laws and regulations in the discharge of these assigned duties.
18. Attend staff and other meetings, in-services, and other events as directed by supervisor.
19. Participate in the implementation of grants, contracts, or projects being carried out under the auspices of the Red Cliff Community Health Center and at the direction of the Administrator. These activities are to comply with the directives of Tribal Council and Health Center Administration and to fulfill the conditions and of the individual grant, contract, or project. The specific duties will reflect the individual program in initiative and the concurrent needs and resources of the Health Center. These assignments will vary from time to time due the cyclical nature of these program efforts.
20. Share knowledge with staff at the Red Cliff Community Health Center by lunch and learns, also answer questions promptly to maximize client/patient care.
21. Update scheduling package once alternate resource is verified.
22. Schedule patients for follow ups once alternate resources are confirmed.
23. Guide clients / patients thru the Affordable Care Act application, rules, Tax Exemption forms and make sure all questions are answered quickly.
24. Capacity to deal with conflict and stress
25. Personal abilities and maturity to function in a fast paced environment, to interact positively with individuals in distress.
26. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

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SUPERVISORY AUTHORITY: None

KNOWLEDGE: Good communication skills, written and oral Knowledge of or willingness to learn the social and economic conditions in the local community and availability of resources to which a client may be referred is required. Knowledge of and sensitivity for Ojibwa culture and traditions. Have experience and understanding of Microsoft office

QUALIFICATIONS:

1. High School diploma, HSED, or GED.
2. Must complete outstation training from Affordable Care Act within three months
3. Work experience in health and human services preferred
4. Previous experience interviewing clients in an intake setting is required.
5. Get and/or maintain certification in CPR.
6. Must have a valid driver's licenses, vehicle and appropriate vehicle coverage and maintain driver's eligibility as a condition of employment. Be eligible to be put on the tribe's vehicle insurance policy.

PERSONAL CONTACTS: Daily contact with patients, visitors, primary care providers, Tribal and Health Center Administration, and other Health Center staff. There will also be considerable contact with various Health Care Program administrative staff and offices.

PHYSICAL REQUIREMENTS: The duties assigned to this position involve bending, stooping, lifting, and carrying. Items may be placed on overhead storage. Weights to be carried are usually less than 50 pounds.

WORK ENVIRONMENT: Red cliff Community Health Center; office and clinic settings. Exposure to hazards of the health care industry. Work setting must be maintained as a clean, nonsmoking, well-ventilated area in compliance with all applicable safety regulations. Private residences, when utilized for professional activities, will not necessarily meet the criteria of the established environmental safety regulations. All tribal buildings are smoke free.

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TRAVEL REQUIREMENTS: The ability to travel and attend meetings and trainings; overnight and out of town, both locally & nationally. May be asked to perform visits to patients homes. May be required to transport clients to and from appointments.

BEHAVIOR AND ATTITUDE: The vision, goals and objectives of the Red Cliff Band of Lake Superior Chippewa requires that the employee performs in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any Behavior or Attitude that tarnishes the Image or Name of the Red Cliff Band of Lake Superior Chippewa will be subject to immediate disciplinary action up to and including termination.

Indian preference will be applied in the case of equally qualified applicants, but all qualified applicants will be considered.

APPLICATION SUBMITTAL REQUIREMENTS: The following items are required for this position:

1. Completed Tribal Application, to include work history and references; available on the tribal website.
2. Tribal Background Investigation Disclosure; available on the tribal website.

POSTING: September 11, 2017

DEADLINE: September 25, 2017

FOR FURTHER INFORMATION:

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Red Cliff Tribal Administration Building

Personnel Office

88455 Pike Road

Hwy 13

Bayfield, WI 54814

www.redcliff-nsn.gov

susie.gurnoe@redcliff-nsn.gov

(715) 779-3700 ext. 4268

The Red Cliff Tribal Council has a Drug Free Work Place Policy and adheres to the intent of the Drug Free Work Place Act. All new hires are subject to a drug test prior to starting.

ALL APPLICANTS FOR EMPLOYMENT WITH THE RED CLIFF TRIBE ARE SUBJECTED TO THE BACKGROUND INVESTIGATION AND OTHER REQUIREMENTS OF RCCL CHAPTER 43, AND THAT YOU ARE UNDER A CONTINUING OBLIGATION TO SUPPLEMENT THIS APPLICATION FOR EMPLOYMENT WITH INFORMATION CONCERNING ANY CONVICTIONS THAT OCCUR AFTER COMMENCEMENT OF EMPLOYMENT WITH THE TRIBE

This description is subject to change at employers' discretion, after consultation with the employee.

EMPLOYEE BENEFITS PACKAGE

THE EMPLOYEE BENEFITS PACKAGE INCLUDES THE FOLLOWING:

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1. A Health Insurance Plan which is through the Federal Employee Health Benefits (FEHB). FEHB is offered for both single and family coverage. Employees considered to be full time status will be required to pay 12% of the premium for the plan selected.
2. The Dental package is through Delta Dental. This benefit is offered at no cost to the employees with single or family medical coverage.
3. Short Term Disability is offered to all employees at no cost and pays 60 % of weekly pay for a maximum of 90 days if you get sick or injured off the job.
4. Life insurance of \$15,000 is included at no cost to all employees. Spouses are covered at \$7,500.00 and children are prorated. Employees can purchase additional life insurance from the plan provider at their own cost.
5. Profit Sharing Plan with a 401(k) component is offered to employees after one year of work, with a minimum of 1000 hours. The Tribe puts 3% of employee's wages into the Profit Sharing Plan.
6. The Tribe also offers General Leave to Full time employees. Employees will accrue 16 hours of General Leave per month and can accumulate up to 192 hours per year. After 5 years of employment, General Leave goes up to 20 hours per month with a maximum of 240 hours.
7. The Tribe observes a total of 12 paid holidays.

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