

PATIENT BENEFITS ADVOCATE

Position Description

Department:	Business Office
Job Code:	
Pay Range:	
Hours/Week:	40 hours
Position Type:	Full-Time

Reports To (Title):	Administrative Officer
Classification:	Non-Exempt
Effective Date:	February 04, 2022
Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

POSITION PURPOSE

This position will offer a range of financial services to patients and families in accordance with guidelines. Interview patients regarding financial status and assist families and individuals in applying for alternative medical resources in accordance with federal and state guidelines.

ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

- Identifies and qualifies patients for healthcare benefits and alternate resources.
- Works as a liaison between the community and Medicare, Medicaid, Veterans Administration, New Mexico Health Insurance Exchange providers, medical services, private insurances, SSI, SSDI, State programs and other applicable resources.
- Ensures payer information is updated in Patient Registration System for correct billing and payment.
- Develop effective screening and interviewing methods to assure maximum identification of individuals who may be eligible for alternate resources.
- Conduct personal interviews with patients and/or family members to gather and research personal and sensitive patient information. Compiles information to determine benefits. They may include making home visits to follow up on incomplete applications.
- Serves as a patient advocate and in partnership with community members in obtaining alternate resources and healthcare benefits.
- Provides community outreach and education on alternate resources to patients.
- Monitors eligibility for benefits for qualified patients to minimize breaks in coverage.
- Assists healthcare and other professional staff members in understanding elements and requirements of Social Security Administration/Disability Determination on Services and how to best help individuals with disabilities to obtain benefits.
- Update Patient Benefits packages used to track benefits information.
- Track assistance applications; compile and distribute information regarding patient personal insurance and financial status; provide appropriate forms to billing and other departments.
- Collaborates with other departments such as Patient Registration, Medical Records, Billing, and Purchase Referred Care to update patient application and information.
- Obtains documentation from patients to establish eligibility for services. Maintains sufficient records, authorizations or clinic information, eligibility forms and standard forms and explain patient's rights under the Privacy Act and HIPAA guidelines.
- Work with Purchase Referred Care in determining patient eligibility for care under the PRC.

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- Researches and identifies alternate resources available to patients, while ensuring superior, quality care of the patient(s).
- Provide support to Patient Registration, Medical Records and Purchase Referred Care personnel.
- Enhances professional growth and development through participation in educational programs, meeting and workshops as assigned or appropriate.
- Compile and provide written monthly reports.
- Follow departmental policies, procedures, and objectives, continuous quality improvement objectives, and safety, environmental, and/or infection control standards.
- Provide information to patients and community on current changes and updates of all resources and guidelines for eligibility of patients.
- Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience

- Two (2) years of similar or related experience in a healthcare setting.

Education

- High School Diploma

Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Must be able to carry out the essential duties, functions and responsibilities.
- Knowledge of applicable federal, state, county and local laws, regulations and requirements.
- Knowledge of medical insurance claims procedures and documentation.
- Knowledge of the precertification requirements, procedures and documentation of third-party medical insurance payors.
- Ability to gather data, compile information, and prepare and maintain written records and reports.
- Strong working knowledge of computers and software applications.
- Knowledge of Medicaid, Medicare, Social Security, Tribal, and Department of Human Services and private health insurance.
- Knowledge of a body of standardized rules, procedures, or operation that require considerable training and experience to perform the full range for a Patient Benefits Advocate and resolve recurring problems.
- Excellent knowledge of a healthcare setting.
- A team player with excellent communication and interpersonal skills.
- Ability to communicate clearly and effectively with patients and other external parties in a courteous and friendly manner at all times.
- Must be able to maintain confidentiality at all times.
- Ability to perform other duties as assigned.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo language.
- Bachelor's degree in Business Administration.
- Three to five years of clinical setting or equivalent experience as a Patients Benefits Coordinator.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Taking and hearing are essential to communicate with patients, vendors and staff.

Mental Demands

There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

OTHER

- All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest to one of the following methods:
 1. E-mail to Humanresources@cbnhc.org
 2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
- For more information, contact Berlin Rodriguez at (505) 908-2307 ext. 119

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.