

**SHOALWATER BAY INDIAN TRIBE  
JOB DESCRIPTION**

**Job Title:** Patient Benefit Coordinator  
**Department:** Health  
**Reports To:** Health Director  
**FLSA Status:** Non-exempt  
**Prepared By:** Human Resources  
**Prepared Date:** 1/16  
**Approved By:** Health Director  
**Approved Date:** 2/16

**SUMMARY:** The Patient Benefit Coordinator is responsible for performing the appropriate procedures to verify patient insurance eligibility, coordinate insurance benefits, and determine patient coverage. In addition to coordinating patients insurance benefits this position will also provide day to day clerical and support services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Performs insurance company verification of eligibility, benefit coverage on patient's insurance plans and communicate insurance verification information to the patient..
- Obtains and documents into Dentrix/Patient management systems all information related to coinsurance, copay, deductibles, authorization requirements, etc.
- Complete all paperwork or supportive documentation necessary for effective billing and requirements for each specific department.
- Performs other clerical duties as needed, such as scanning, filing, photocopying, printing faxes, cover sheets, and other documents when necessary.
- Maintains patient confidentiality and HIPAA compliance.
- Works cooperatively and compassionately with patients and staff.
- Other duties and special projects to be performed as assigned by Health Director.

The above statements are intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.

**SUPERVISORY REQUIREMENTS:** This position has no supervisory responsibilities.

**COMPETENCIES:**

**Customer Service** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

**Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others’ ideas and tries new things.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; demonstrates group presentation skills, participates in meetings.

**Written Communication** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; present numerical data effectively; able to read and interpret written information.

**Teamwork** – Balances team and individual responsibilities; exhibits objectivity and openness to others views; give and welcomes feedback; contributes to building a positive team spirit; supports everyone’s efforts to succeed.

**Ethics** – Treats people with respect; inspires the trust of others; works with integrity and ethically; upholds organizational values.

**Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

**Safety and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

**Dependability** – Follows instructions; responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternative plan.

**Attendance and Punctuality** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** High school diploma or GED; and one to two years related experience/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guests, clients, and other employees of the organization.

**MATHEMATICAL SKILLS:** Basic math.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed, but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel. The employee is required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The employee must also possess hearing and speech to communicate in person and over the phone. The noise level in the work environment is usually quiet to moderately loud. The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol, drugs, smoke, chew and the lack of personal care.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Common multi-clinic environment.

**AT-WILL EMPLOYMENT:** This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

The employment relationship with Shoalwater Bay Indian tribe is voluntary; there is no specified length of employment. Accordingly, either the Shoalwater Bay Indian Tribe or the employee may terminate the employment relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law. This document does not create an employment contract, implied or otherwise.