



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position: Benefits Coordinator

Location: Lac Courte Oreilles Community Health Center

Hours: Monday through Friday 8:00am-4:30pm

Salary Range: Negotiable

Posting Date: October 2, 2024

Closing Date: October 16, 2024

Description of Position:

As a Benefits Coordinator, you will play a vital role in assisting patients with navigating their insurance options and ensuring they understand their coverage. Your primary responsibility will be to guide patients through the process of signing up for different insurance plans, answering questions, and providing support to enhance their healthcare experience.

Qualifications:

- High School diploma or equivalent required
- Associates Degree in Healthcare preferred
- Previous experience in healthcare, insurance, or a related field is preferred.
- Must be willing to become Assister Certified
- Proficiency in using computer systems and healthcare software.
- Knowledge of health insurance policies and processes.
- Must be reliable, detail-orientated and able to work independently
- Strong interpersonal and communication skills to effectively interact with patients.
- Must be able to pass a background check
- Valid WI Driver's License
- Vehicle Insurance
- Must be able to pass pre-employment and random drug testing.
- Ability to handle sensitive information with confidentiality and professionalism.

- Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations

Major Duties and Responsibilities:

1. Engage with patients to explain the various insurance options available to them and help them understand the benefits of each plan.
2. The Benefits Assistant will help in assisting with the following duties:
 - Identify patients that are uninsured
 - Screen/educate patients about different insurances, Medicaid, Private, Medicare, Marketplace, VA Health Benefits etc.
 - Assist patients in applying for Alternate Resources
 - Document application information/updates into computer system
3. Will assist in verifying any current insurance coverage through online databases or by contacting the appropriate companies.
4. Assist patients in completing insurance applications and enrolling in plans, ensuring all necessary documentation is accurately submitted.
5. Act as a knowledgeable resource for patients regarding insurance terminology, coverage specifics, and eligibility requirements.
6. Address any questions or concerns patients may have about their insurance, working to resolve issues efficiently.
7. Work closely with healthcare providers and administrative staff to facilitate smooth insurance processes and ensure patient needs are met.
8. Provide educational materials and resources to patients about their insurance options and the importance of selecting the right plan for their healthcare needs.
9. Monitor patient enrollment progress and follow up to ensure they have successfully signed up for their chosen insurance plan.
10. Will assist in updating patient accounts and validate patient information related to billing.
11. Be an advocate to patients to assist effectively applying for and utilizing Medicaid and related alternate medical resources.
12. Assist in developing and implementing effective screening, outreach and interviewing methods to assure maximum identification of individuals who have or are eligible for alternate medical resources.
13. Assists in attempting to find individuals in need who have lost eligibility but who may be eligible, and individuals who have not applied for coverage may be eligible. Coordinates with Community Health Representatives, similar public health/outreach personnel who may be aware of individuals with unmet benefit counseling needs. Also works with Patient Registration/Reception staff and with PRC (Purchased and Referred Care) personnel to find individuals who might benefit from alternate resource options.
14. Assists families and individuals in applications for and use of alternate resources. Makes home/hospital visits if needed to sign up the individual for insurances. Assists with applications in interpretation of rules and regulations.
15. Supports and adheres to established policies and procedures endorsed by the Tribal Site.
16. Follow all policies and procedures of the Lac Courte Oreilles Community Health Center.
17. Abide by all HIPAA rules and regulations.
18. Participation in the Incident Command System and ability to take a role if needed.
19. Responsible for reporting Adverse Incidents.

20. Any other duties assigned by supervisor.

Supervision and Guidance:

The Benefits Coordinator will work under the direct supervision of the Finance Director with oversight by the Health Director.

***Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of any stated Qualifications

Three (3) current (within the month) letters of recommendation

Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, Wisconsin 54843
(715) 638-5132
(715) 634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

If you are passionate about helping patients navigate their healthcare options and are looking to make a meaningful impact, we encourage you to apply for the Benefits Coordinator position.