



**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 Specialist

Location: Lac Courte Oreilles Community Health Center

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

Salary Range: \$17.00 -\$21.00 depending on qualifications

Posting Date: March 15, 2022

Closing Date: Until Filled

Description of Position:

The duties of the Benefits Specialist is to meet one-on-one with patients, helping them navigate through the processes of insurances for healthcare purposes. Gather information from patients for payment and billing, recognize those patients qualified for alternate resources billing, and ensure all patient information is accurate and up to date. Primary focus will be Medicaid Outreach Eligibility Program for patients.

- High School diploma or equivalent required
- Associates Degree in Healthcare preferred
- Knowledge about Healthcare processes preferred
- Previous computer and data entry experience required
- Previous billing experience preferred
- Must be reliable, detail-orientated and able to work independently
- Must be able to communicate well, have patience, and compassion.
- Must possess good customer service skills
- 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 maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations

Major Duties and Responsibilities:

1. The Benefits Specialist 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
2. Will assist in verifying any current insurance coverage through online databases or by contacting the appropriate companies.
3. Will assist in updating patient accounts and validate patient information related to billing.
4. Be an advocate to patients to assist effectively applying for and utilizing Medicaid and related alternate medical resources.
5. 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.
6. 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.
7. 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.
8. Interviews patients eligible for alternate resources to ensure they understand their entitlements in an IHS contracted Tribal or Urban facility (I/T/U).
9. Primary focus will be working with the Medicaid Outreach Eligibility Program for patients. Complete the whole process for eligible patients by completing deadlines and following all rules and regulations according to the MA (Medial Assistance) Program.
10. Supports and adheres to established policies and procedures endorsed by the Tribal or Urban Site.
11. Follow all policies and procedures of the Lac Courte Oreilles Community Health Center.
12. Abide by all HIPAA rules and regulations.
13. Participation in the Incident Command System and ability to take a role if needed.
14. Responsible for reporting Adverse Incidents.
15. Any other duties assigned by PRC and Benefits Manager.

Supervision and Guidance:

The Benefits Specialist will work under the direct supervision of the PRC and Benefits Manager 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.

03/15/2022