



# Bois Forte Band of Chippewa

5344 Lakeshore Drive ■ Nett Lake MN, 55772 ■ 218-757-3261/1-800-221-8129

## PATIENT BENEFITS CASE MANAGER

### *Position Description*

<b>Opens: November 18, 2021</b> <b>Closes: November 25, 2021</b>			
<b>Department:</b>	Health	<b>Reports to (title):</b>	Business Office/Purchased Referred Care Manager
<b>Job Code:</b>	N-13	<b>Job Location:</b>	Bois Forte Health Services
<b>Pay Range:</b>	Neotiable	<b>Supervises:</b>	None
<b>Hours/week:</b>	40	<b>Classification:</b>	Non-Exempt
<b>Type of Position:</b>	Full-Time	<b>Effective Date:</b>	01/01/2017
		<b>Revised Date:</b>	11/17/2021

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as "Band").
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Maintain a current insurable driver's license.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

### POSITION PURPOSE

The Patient Benefits Case Manager will work with the Purchased Referred Care program and other agencies to provide alternate resources for applicants. The incumbent will educate clients and evaluate eligibility for Medicare, Medicaid, Minnesota Care, and other employer/private insurance programs.

### ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Acts as an advocate for patient in the effective utilization of alternate resources such as Medicare, Medicaid, Department of Veterans Affairs (DVA), Third Party Payers, Children's Rehabilitative Services, Temporary Assistance for Needy Families (TANF), Worker's Compensation, etc.
2. Educates Patient Registration staff, other Health Center staff, and patients on alternate resources that are available.
3. Interprets regulations, policies and procedures established by alternate resource agencies such as those listed above.
4. Provides a full range of services related to Purchased Referred Care, business office, medical records and clinic administration.
5. Assures maximum identification of persons who have eligibility or are eligible for alternate resources by implementing screening of all patients without a listed third party insurer utilizing interviewing methods effectively.
6. Interview all patients eligible for Medicare and Medicaid benefits to ensure that they understand their benefits.
7. Work with patient registration, Purchased Referred Care, billing staff in screening for potential eligibility for alternate resources.

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8. Assist patients with applications for alternate resources.
9. Attend managed care meetings.
10. Assist referred patients to apply for alternate resources.
11. Conduct thorough and complete interviews with families, gathering information and verifications while explaining the requirements to applicant/recipient in compliance with program rules and policies, and developing case plans when appropriate.
12. Forward applications to appropriate agency based on program eligibility.
13. Follow up with agencies in regard to status of applications.
14. Complete other necessary procedures related to application, renewal and eligibility determination.
15. Maintain expertise in changes with alternate resource rules and all applicable changes through reading of payer bulletins, notice of changes and monitoring legislative change and meetings.
16. Maintain statistical data and reports regarding programs.
17. Perform assignments independently and serve as an advocate for the patient with insurance plans and Medicare providers.
18. File and monitor patient applications.
19. Follow up on all pending eligibility applications and work closely with patients and families.
20. Determine who is eligible for alternate resources.
21. Determine eligibility for the Bois Forte Purchased Referred Care program including issuing of cards, maintaining eligibility list, and sending notices.
22. Work toward accomplishing goals to maximize alternate resources.
23. Work with patients, families, other facility personnel, DVA, SSA, county DHS offices, Medicare, etc., in regards to alternate resources.
24. Work in a clinic setting, but may be asked to see people in hospital or home. (Perform outreach and enrollment activities.)
25. Maintain knowledge of county, state, federal, tribal policies on eligibility for services as well as financial resources for Indian people in the service area.
26. Assist and coach individuals who maybe or who are eligible for alternate resources in regards to benefit changes, plan changes, disenrollment, re-enrollment, and appeals.
27. Initiates Purchased Referred Care applications by obtaining information from patients, family members, provider staff within Bois Forte Health Center and professional and non-professional staff from outside private providers.
28. Updates the patient's registration database and income information, third-party information, and any other information required ensuring patient meets the eligibility factors of the Purchased Referred Care Program.
29. Provides the Medical Administrative Assistant regarding changes in insurance, address or other pertinent information that will need to be updated in a timely, accurate manner.
30. Assists clients with paper and online applications to include MNSure, DHS Combined Application Forms (CAF), as well as Purchased Referred Care applications and assist clients with Social Security Administration Services.
31. Acts as an advocate for Tribal patients in the effective utilization of alternate resources.
32. Displays a positive and professional manner in promptly responding to all requests, complaints, and problems.
33. Demonstrates courtesy, respect and sensitivity to the needs of all others including visitors and co-workers.
34. Budgets
35. Supervision
36. Other job-related duties as assigned.

### **MINIMUM MANDATORY QUALIFICATIONS**

- |                        |  |
|------------------------|--|
| Experience:            | <ul style="list-style-type: none"><li>• Four years in benefits or related clerical or administrative duties.</li></ul> |
| Education:             | <ul style="list-style-type: none"><li>• High school diploma or GED equivalent.</li></ul>                               |
| License/Certification: | <ul style="list-style-type: none"><li>• Valid MN driver's license.</li></ul>   |

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Mandatory Knowledge,  
Skills, Abilities and  
Other Qualifications:

- Familiar with the PRC applications/notification, eligibility, denial/approval and appeal process with the ability to gather information from face-to-face interview or by telephone with patients, private contracted or open market providers such as medical records departments, business office personnel or collections agencies.
- Knowledge of the Privacy Act of 1974, which mandates that the incumbent shall maintain complete confidentiality of all medical records and PRC patient individual files and other pertinent information, that comes to his/her attention.
- Knowledge of Medicare/Medicaid, AHCCS, Social Security Administration, County, State and Tribal health program and other related agencies policies and procedures and the knowledge to apply other benefits should one be exhausted.
- Knowledge of various Third Parties, such as Medicare, Medicaid, private insurance, etc., availability of health care resources, rules of eligibility for medical and other available programs to assist in payment of health care costs.
- Knowledge of advanced principle and practices relating to the entire IHS health care delivery systems, Business Office functions, policies, procedures, priorities and goals.
- Working knowledge of the various Third Party resources (Medicare, Medicaid, Veterans Association, Social Security Administration, County DHS office, Purchased Referred Care, Tribal Programs, and other related agencies). Ability to keep abreast of current changes in policies, regulations on alternate resources eligibility, medical terminology, and financial coding/billing. Ability to interpret rules and regulations for alternate resources for patient s and doing continuous research and updating of information involving changes in rules, regulations and income guidelines.
- Knowledge of established procedures, required forms, etc., associated with the various health insurance programs.
- Knowledge of Third Party billing systems. Ability to provide clear and concise clarification of the billing aspects and requirements established by the various alternate resource programs, to assure maximum utilization of Third Party reimbursements.
- Excellent oral and written communication skills.
- Ability to work independently with minimal supervision.
- Ability and skill to interview patients in depth in order to determine eligibility for alternate resources.
- Knowledge of and ability to strictly adhere to Privacy Act and HIPAA.
- Possess tactfulness and ability to work with people of diverse backgrounds.
- Ability to follow directions and absorb quantities of material necessary to perform assigned duties.
- Strong work ethic i.e., dependable, on time.
- Be a team player who can handle stress and extremely confidential information.
- Strong organization skills.
- Valid MN driver's license and reliable transportation.
- Self-motivated, adaptable to changes and able to work independently, as well as with others.
- Will be required to travel and attend trainings as necessary.

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- Ability to relate to clients to include the elderly and disabled.
- Ability to work with other people of varied cultural, economic and educational backgrounds.
- Ability to work under pressure.
  
- Attention to detail and accuracy is required.
- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment. Use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills through the use of available trainings and help desk.
- Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

### **PREFERRED QUALIFICATIONS**

- Prior experience working with Indian Health Services (IHS), a Tribe or Tribal organization.
- Degree or certificate in Medical Administration.

### **WORK ENVIRONMENT**

- Work environment: The work environment characteristics described here are representative to 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, such as potential exposure to hazardous chemicals, sharps and infectious body fluids.
- 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, hear and perform repetitive motions. 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. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.
- Mental demands: There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

### **TRIBAL AND INDIAN PREFERENCE**

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other

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federally-recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

### OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Background Investigation:** This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
- Drug Screening:** All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.
- Vaccine Requirement:** Bois Forte RTC adopted the COVID-19 Vaccine Requirement (Resolution No. 16-2022) which provides that COVID-19 vaccination is required for all employees of the Bois Forte Tribal Government and Band-owned businesses. The RTC further applied the Vaccine Requirement to prospective employees (Resolution No. 26-2022). Therefore, as a condition of receiving an offer of employment, prospective employees of the Bois Forte Tribal Government and Band-owned businesses must either (1) present acceptable proof of receiving a single dose COVID-19 vaccine or the first dose of two dose COVID-19 vaccine to Human Resources Department or (2) be approved for a medical or religious exemption from the Vaccine Requirement. All prospective employees who present acceptable proof of the first dose of a two-dose COVID-19 vaccine to Human Resources and who subsequently accept an offer of employment must further present proof to Human Resources of their receiving their second dose of COVID-19 vaccine within 30 days of the date of receiving their first dose.

***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 qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

**PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS. Please visit our website at [www.boisforte.com](http://www.boisforte.com) to download an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Specialist 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-3312, [hrgeneralist@boisforte-nsn.gov](mailto:hrgeneralist@boisforte-nsn.gov) Applications received after the closing date will not be accepted.**