

## **SUQUAMISH TRIBE JOB DESCRIPTION**

**Title:** Health Benefits Coordinator

**Department:** Human Services

**Exempt/Non-exempt:** Non-Exempt

**Reports to:** Health & Policy Administrator

### **Job Summary:**

The Health Benefits Coordinator is responsible for coordinating the delivery of Contract Health Services to Suquamish Tribal members residing on the Port Madison Indian Reservation and in Kitsap County.

### **Major Responsibilities and Duties:**

Assists in maintaining enrollment/eligibility for the Suquamish Tribal Members under designated Health Plan and other health benefit programs.

Educate tribal members about the medical, dental, vision, orthodontia and hearing benefits as needed, as well as program policies and procedures.

Execute purchase orders and check requests and deliver payment to providers in accordance with program policies and procedures.

Maintain eligibility cycles for screening members for alternate resources.

Maintain maternity profiles.

Monitor information regarding a variety of health care delivery systems affecting or having the potential to affect tribal members.

Protect and ensure client confidentiality in accordance with various legislated requirements.

Manage and protect confidential and/or privileged records.

Provide program documentation and reports as requested.

Remain knowledgeable about the insurance industry.

Provide general information and assistance to Human Services staff to provide coordinated and managed health care delivery to eligible clients.

Troubleshoot claim issues with vendors and providers.

**Specific Knowledge, Skills and Abilities:**

Ability and willingness to learn understand and develop specific Tribal Member health care plans and work with the appropriate tribal, federal, state, regional and local staff and agencies.

Demonstrated ability to convey complex information in an easy and courteous manner; demonstrated courtesy with co-workers, consumers and service providers.

Ability to handle stressful working conditions.

Demonstrated ability to work as a team member, maintaining objectivity and confidentiality.

Ability to maintain the strictest levels of confidentiality.

Once hired the incumbent is expected to train and receive certification as a Tribal Assister through the Washington Health Benefits Exchange. The incumbent is expected to maintain this certification.

Demonstrated ability to communicate in writing, explaining detailed insurance information.

**Qualifications:**

Must have experience with a variety of computer programs including Microsoft Windows, WordPerfect, QuatroPro, Lotus and/or other related software programs; ability to maintain an orderly and secure workspace; and, ability to operate and maintain telecommunication equipment.

Must have demonstrated ability to assess, understand and report on a variety of health care delivery systems.

**Education and/or Experience**

Must possess a high school diploma or equivalency. Minimum of two years experience in medical claims processing or medical billing (ICD 9).

**Supervisory Responsibilities:**

There are no supervisory responsibilities associated with this position

**Interpersonal Contacts:**

Has regular contact with others inside and outside of the organization. The most common contacts within the organization include the individual and group contacts with tribal members in the program to address administrative issues associated with the health benefits. The contacts can take place in the office, or less frequently at a patient's home. The most frequent external contacts are the vendors of the various health benefits. The next most frequent contacts are health professionals, agencies and organizations involved in the referral and/or treatment of tribal members.

**Job Conditions:**

The work environment would include an office space, which would have appropriate lighting and heat, adequate ventilation and equipment necessary to the position. Much of the work is sedentary.

**Disclaimer:**

This job description in no way implies that these are the only duties to be performed by the incumbent. At all times, employee will be required to follow any instruction and to perform any other duties within this or a lower job level upon the request of the supervisor. At times employees may also be required to perform Higher-level duties and may need to receive additional instruction and/or increased supervision to accomplish these higher-level duties.

**State and Tribal Background check required**

**Valid WA State Driver's License required**

**Pre-Employment drug testing required**

**Native American preference**

**Random Drug Testing**

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Employee Signature

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Date

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Supervisor Signature

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Date

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Executive Director

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Date