



Quileute Tribal Council

• QUILEUTE INDIAN TRIBE •

Human Resources Department

P.O. Box 279 • La Push, WA • 98350

(360) 374-4367 | 4366 | 2175 | 6561 • Fax (360) 374-4368



Quileute Tribe Job Description

Benefits Coordinator/Patient Registration

HOW TO APPLY: Send Application Package to the address listed below.

Applications can be downloaded at www.quileutetribe.com/job-openings/

Via email: hr@quileutetribe.com

-OR-

**The Quileute Tribe
Human Resources Department
P.O. Box 279
La Push, Washington 98350**

Ensure your Application contains:

1. Quileute Tribal Application (**REQUIRED**)
2. Cover Letter (**REQUIRED**)
3. Resume (**REQUIRED**)
4. Tribal Enrollment Verification (**REQUIRED, If Applicable**)
5. Driver's License (**REQUIRED**)
6. Diploma/Transcripts(s) High School/GED, College (**REQUIRED**)
7. Certification(s)
8. Credentials (if required)
9. Writing Sample(s) (if required)

NOTE: Incomplete applications will not be considered.

Position: **Benefits Coordinator / Patient Registration**
Supervisor: Health Director
Location: Health Center
Work Info: Full Time: 40 Hrs/Week (M-F)
Salary: DOQ/E

POSITION SUMMARY:

The Benefits Coordinator/Patient Registration position is responsible for supporting Tribal Members in obtaining and maintaining appropriate insurance coverage, accurately registering new patients in the Epic EHR, coordinating with PRC to ensure annual requirements are met, collaborating with interdisciplinary teams, and engaging dynamically with the community to provide information, resources, and support.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Registering new patients into EPIC EHR system
- Assisting Tribal Members with new patient paperwork
- Coordinate with Purchased/Referred Care (PRC) to assist Tribal Members in maintaining active PRC coverage and ensuring all annual PRC eligibility and documentation requirements are met
- Coordinate with reception staff when patients are identified as uninsured or have gaps in insurance coverage, providing assistance with insurance resources, eligibility, and coverage options
- Manage insurance benefits for all Tribal members and ensure timely renewals
- Assist patients with applying for and enrolling in health insurance coverage through the Health Insurance Marketplace, including Medicaid, and provide guidance on eligibility requirements and enrollment processes
- Assist eligible patients with Medicare enrollment by providing information regarding eligibility, enrollment periods, required documentation, and available coverage options, and assisting with the application process as appropriate
- Assist patients with understanding and obtaining Medicare supplemental coverage options, including QMB Medicaid
- Assist patients with understanding and enrolling in Medicare Part D prescription drug coverage
- Networking with State, Federal, Private, and Tribal agencies
- Attend training as needed
- Other duties as assigned

SKILLS, KNOWLEDGE AND ABILITIES

- Knowledge of health insurance programs, eligibility requirements, and enrollment processes, including Medicaid, Medicare, Medicare Part D, Medicare supplemental coverage, and Health Insurance Marketplace plans.
- Knowledge of PRC eligibility requirements, annual requirements, and coverage processes.

- Knowledge of patient registration, insurance verification, and electronic health record (EHR) procedures.
- Knowledge of patient privacy, confidentiality, and healthcare terminology.
- Strong communication and interpersonal skills with the ability to interact effectively with Tribal Members, patients, families, staff, and community members.
- Strong organizational skills with attention to detail and accuracy.
- Ability to explain insurance and healthcare information clearly and effectively.
- Strong computer skills, including the ability to accurately enter and maintain patient and insurance information in the Epic EHR.
- Ability to establish and maintain positive working relationships with Tribal Members, patients, coworkers, and interdisciplinary teams.
- Ability to engage dynamically with the community and respond appropriately to patient and community needs.
- Ability to manage multiple responsibilities, prioritize tasks, and meet deadlines.
- Ability to maintain confidentiality and exercise sound judgment when handling patient, insurance, and benefits information.

WORK ENVIRONMENT:

- Work is primarily performed in an office and healthcare setting with regular interaction with Tribal Members, patients, families, staff, and community members.
- Frequent interaction with reception staff, PRC, and interdisciplinary teams is required.
- Work may involve a fast-paced environment with frequent interruptions and changing priorities.
- May require occasional community outreach, meetings, or events outside of the primary work area.

PHYSICAL DEMANDS:

- Ability to sit and work at a computer for extended periods.
- Ability to frequently communicate in person and by telephone.
- Ability to perform routine office activities, including typing, filing, scanning, and handling documents.
- Ability to occasionally stand, walk, bend, and lift or carry office materials weighing up to 25 pounds.

SUPERVISORY RESPONSIBILITY:

- None

QUALIFICATIONS:

Required Qualifications:

- High school diploma or equivalent required
- Tribal Assister Certification or ability to obtain one within 90 days of hire
- First Aid/CPR certification or ability to obtain one within 90 days of hire

Minimum/Preferred Qualifications:

- Two years of experience in healthcare, patient registration, insurance enrollment, benefits coordination, or a related field

GENEROUS BENEFITS PACKAGE:

- Employer subsidized medical, dental, vision package
- Employer supported 401K
- Employer paid life insurance
- Paid holidays
- Professional development assistance
- Employee Assistance Program

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Special Requirements: Must have and retain a valid Washington State Driver's License ~ please provide a copy with job application. Must pass a criminal background check, drug and alcohol screening and reference check.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

Indian preference will apply. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

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