

PATIENT BENEFITS COORDINATOR/PATIENT ADVOCATE

PURPOSE OF POSITION: Updates patient registration & collects co-pays for the Yukon Flats Health Center (YFHC) & CATG health villages each time they come to the YFHC. Investigates, resolves, documents and reports organization-specific patient and visitor compliments, suggestions, concerns & complaints to leadership and staff. Provides assessment of patient/client eligibility for health insurance resources. Assists patients/clients to apply for health insurance, maintaining the follow-up contact necessary to ensure patient/client eligibility and renewed eligibility for such programs. Acts as a liaison between multiple agencies and ensure that patients/clients have access to all appropriate medical, dental, social, behavioral health, educational, and ancillary services necessary for successful treatment. This position is under the direct supervision of the Business Manager.

JOB RESPONSIBILITIES:

- Represents YFHC in a professional manner while acting as an advocate for patients, clients/families, providers and other staff members.
- Possess strong customer service skills/interpersonal interactions; ability to handle difficult and angry people constructively; Ability to work with minimal supervision
- Adheres to all YFHC dress codes, personnel, infection control and safety policies.
- Upholds YFHC's vision, mission and corporate values.
- Maintains an in-depth knowledge of principles, practices, standards and techniques and demonstrates knowledge in accordance with YFHC policies and procedures within pertinent laws and regulation in the following areas:
 1. Knowledgeable of health insurance resources, including: Alaska State Programs, Medicaid, Medicare, VA, CHAMPUS, private insurance, etc. Maintains current knowledge of program requirements, income limits, application process, etc.
 2. Assists patients in assessing if they are qualified for any health insurance. Assists with application process when necessary.
 3. Does patient registration for the YFHC & CATG Health villages, updates all patients each time they come to the YFHC. Collects co-payments from patients.
- Gathers data and accurately documents information in a timely manner.
- Keeps logs to monitor and compile data on those patients assisted to apply for health insurance resources.
- Gathers quarterly data regarding how many patients/families currently receive Alaska State health insurance, particularly Denali Kid Care Program.
- Works closely with the Billing Department, State & Federal Agencies, and to accomplish data collection.
- Maintains a safe environment for clients, guests and staff.
- Maintains confidentiality of client information.
- Works effectively with regional agencies, federal and state governments to promote YFHC.
- Works to achieve YFHC goals, and to integrate them with goals and expectations of federal and state governments.
- Represents YFHC effectively in meetings with State, I.H.S and other agencies.
- Works effectively with other YFHC divisions and departments to create a quality, comprehensive, client focused delivery system.
- Travel to the villages of the Yukon Flats region is required. Must be able to fly in small aircraft in inclement weather.
- Performs other related work as directed by immediate supervisor (i.e. participates in orientation of new personnel, attends meetings and court hearings when needed, and completes assigned tasks in a timely manner).

QUALIFICATIONS:

- This position requires a minimum of a High School Diploma or GED.
- Associate Degree in Business Administration and knowledge of Health Insurance resources preferred.
- Strong Computer Skills

SKILLS:

This position requires good organizational skills with attention to detail and ability to work with the public. Must be a self-starter with good oral and written communication skills. Possess ability to follow detailed written and oral instruction. Demonstrate professionalism, consideration and confidentiality toward others in stressful situations. Knowledge of local region and people required. Computer skills and knowledge of word-processing programs required, and knowledge of presentation (Power Point) and desktop programs preferred.

OTHER:

- Under the authority of P.L. 93-638, Indian Preference will be given to the applicant(s) who meet the minimum qualifications.
- Experience working with or for an Indian tribe or tribal organization is preferred.
- Abides by the Federal privacy laws regarding the confidentiality of patients and coworkers.
- As a Federal Contractor, CATG is required to show compliance with the Drug Free Workplace Act of 1988. The CATG has initiated an Alcohol and Drug testing policy. This includes pre-employment testing for successful applicants, and random, anonymous testing thereafter.

Title:	Patient Benefits Coordinator
Location:	Fort Yukon, Alaska
Supervision:	Business Manager
Classification:	Non-Exempt, Regular Full-time w/benefits
Salary:	DOE