



THE PAIUTE INDIAN TRIBE OF UTAH

440 North Paiute Drive • Cedar City, Utah 84721 • (435) 586-1112 • (435) 867-2659 (fax)

POSITION TITLE: Outreach and Enrollment Specialist

DEPARTMENT: Health Department

SUPERVISOR: Clinical Director

LOCATION: Cedar City, UT

STATUS: Full-time, Non-Exempt, Hourly

PAY: \$15.00 DOE

DATE APPROVED: May 1, 2018

OPENS: May 2, 2018 (Employees & Tribal Members/Native Americans Only)

CLOSES: May 16, 2018

JOB SUMMARY

Works with patients and community members to provide education and assistance related to enrollment in Medicaid, Children's Health Insurance Program (CHIP) and/or the Health Insurance Exchange.

ESSENTIAL JOB FUNCTIONS include, but are not limited to, the following:

1. Provides information to Health Staff regarding the coordination, education and assistance of individuals with enrolling into Medicaid, CHIP, Health Insurance Exchange, Food Stamps, and Child Care on a monthly basis. This includes traveling within the service area to meet one-on-one with clients and acting as a liaison between the individual and the State as needed.
2. Contacts patients, within three days of an Athena referral, who do not have coverage or are not eligible for Purchased Referred Care (PRC). Provides follow-up efforts on submitted and pending cases that are outstanding and documents any incomplete applications.
3. Works closely with clients, PITU Purchased Referred Care (PRC) program and the State "MyCase" program (as a third-party access provider) to ensure ongoing eligibility of benefits; this includes assisting clients with annual Medicaid review process.
4. Provides training to Clinic Receptionists on entering data into Athena including updating eligibility, entering and correctly sequencing insurance information, adding and updating patients assignment of benefits and correctly entering referrals.
5. Performs weekly audit of health centers appointments to ensure patient registration, eligibility and insurance is being captured and input into the system correctly.
6. Keeps supervisor informed about work progress through weekly reports that include statistics on the number of individuals assisted, present and potential work problems and new/innovative suggestions on overcoming potential barriers. Provides monthly reports at the Health Operations Team Meeting.
7. Reviews patients under 18 and over 65 reports on a monthly basis and contacts all patients/guardians to enroll patients in alternate resources.
8. Attends meetings, conferences, workshops and training sessions to remain current on new developments that may impact patient benefits.
9. Responds to requests and questions in a courteous and timely manner.
10. Verifies the mailing address of Tribal Members annually and assures the system is updated if information changes.
11. Composes letters to remind Tribal Members to apply for alternate resources within the timeframe allowed by policy to be PRC eligible, and reports to supervisor when tribal members have not followed through with the application process.
12. Provides backup coverage for receptionists on leave when needed.

13. Other duties as assigned to support the efficient operations of the Tribe.

GENERAL REQUIREMENTS

- Must possess a valid Utah Driver License and provide proof.
- Must be insurable through the tribe's insurance.
- Must pass a fingerprint and criminal background check.
- Must pass a pre-employment alcohol/drug screening.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High School diploma, equivalent GED or higher.
- One year experience working in a health related field.
- Experience in community outreach work preferred.
- Experience working with Native Americans preferred.

Licensing and Requirements:

- Must obtain a Certified Application Counselor Training certification within one month of hire and maintain annually thereafter.

Necessary Knowledge, Skills and Abilities:

- Knowledge of Medicaid, CHIP and Medicare program.
- Ability to successfully complete the required Outreach and Enrollment training and receive certification.
- Ability to maintain a high level of confidentiality.
- Ability to communicate complicated information in a manner that assists clients in making decisions about their own and/or their family members health care coverage options.
- Ability to learn assigned tasks, accept directions on given assignments, and adhere to prescribed department policies and procedures.
- Ability to deal courteously and tactfully with difficult situations and work in a collaborative and cooperative way with co-workers and the community.
- Ability to work independently while recognizing situations that require supervisor's involvement.

The Paiute Indian Tribe of Utah is an equal opportunity provider and employer, subject to the federal laws, regulations and policies requiring or allowing Indian Preference Per Section 703(i) of Title VII of the Civil Rights Act of 1964, as amended.

The Paiute Indian Tribe of Utah complies with the Drug-Free Workplace Policy of 1988, which includes pre-employment drug testing and random drug testing once employed.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.