



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: PRC Appeal/Denial Coordinator
LOCATION: Peter Christensen Health Center
POST DATE: December 11, 2015
CLOSING DATE: December 25, 2015

General Description: Responsible for coordinating the patient Appeal/Denial tasks of the Purchase/Referred Care Department to assure timely processing of appeal/denials and patient satisfaction.

Qualifications: High School Diploma or equivalent is required.

Salary: \$12.00-\$13.00 per hour/ Dependent upon qualifications

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be requested via phone or email and are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: PRC Appeal/Denial Coordinator

B. DEPARTMENT: PCHC/ Purchase/Referred Care Department

C. SUPERVISOR'S TITLE: Financial Manager

D. DESCRIPTION OF DUTIES: Responsible for coordinating the patient Appeal/Denial tasks of the Purchase/Referred Care Department to assure timely processing of appeal/denials and patient satisfaction. Specific Responsibilities include, but are not limited to the following:

- 1) Requesting and processing of all patient information related to Contract Health Department.
- 2) Referring and assisting patients in applying for CHS or assist patients in applying for alternative resources.
- 3) Frequent, timely contact with patients and health providers to request necessary information to process CHS denials and appeals.
- 4) Answers inquiries from patients, staff and health providers.
- 5) Process pertinent information for all levels of Contract Health Services.
- 6) Check for patient's insurance and Contract Health eligibility.
- 7) Assists patients with outstanding medical claims and statements with reference to CHS guidelines.
- 8) Maintains outstanding CHS appeals/denials to 90 days of claims notification.
- 9) Attend training as needed or required.
- 10) Timely posting in the electronic health records as to the status of outstanding patient appeals.
- 11) Assists CHS
- 12) Identifies appropriate quality control for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
- 13) Works toward achieving implementation of AAAHC certifications and conducts appropriate follow up.
- 14) Understands the principles of and participates in ongoing Quality Improvement projects as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with patients, visitors and co-workers
2. **External:** Occasional contact with patients and vendors.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Operates independently with minimal supervision received from the Financial Manager of the Peter Christensen Health Center.

H. EDUCATION: High School Diploma or equivalent is required

I. EXPERIENCE: Must be organized and efficient on work habits, experience in working with the public, demonstrated ability to maintain confidentiality, experience in clinical or office setting desired. Should be conscientious, reliable and require minimal supervision, pleasant demeanor working with staff, patients and clients, knowledge of insurance verification information.

J. SKILLS:

1. Above average organizational and critical thinking skills.
2. Experience in working with the public.
3. Demonstrated ability to maintain confidentiality and understand principles of HIPAA.
4. Knowledge of policies and procedures and services of PCHC, following orientation process.
5. Should be conscientious reliable and require minimal supervision.
6. Proficient use of computer
7. Pleasant demeanor working with staff, patients, and clients.
8. Must have knowledge of State Medical Assistance programs, Medicare, VA Group Health/Private Insurance, AFDC, Children's Special Health Services, etc.
9. Maintain Contract Health Eligibility for patients, review when needed, new/existing applications.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Fast paced clinical office setting
2. **Exposure to Hazards:** May be exposed to situations where patient's behavior may create undesirable conditions.
3. **Physical Requirements:** Majority of position responsibilities including sitting, standing, lifting and operating office equipment.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the PRC Appeal/Denial Coordinator to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the tribe will not be tolerated and will be subject to disciplinary action.

M. OTHER: Must be dependable and available for clinic hours. Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must be able to attain and retain Health Care provider screen for the State of Wisconsin. Maintain strict confidentiality. Must attend all mandatory meetings and participate in training and development activities. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURE:

Tribal Administrator

Date