



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
mkeo@spiritalenation.com

Job Title:	Medical Support Assistant - PRC	Open Date:	November 4, 2024
SL Program:	Spirit Lake Health Center	Close Date:	November 18, 2024

Position Objective: This position is responsible for providing administrative support to the Spirit Lake Health Center (SLHC) Purchased Referred Care (PRC) Department.

Work is performed and duties are carried out in accordance with established policies, procedures, and SLHC core values: VALUES.

Job Responsibilities

- Answers telephone and greets visitors; provides information and assistance; resolves problems; prioritizes questions and concerns for supervisor's attention.
- Assist in determining patient eligibility, scope and priority for the PRC program. Respond to PRC inquiries and request for assistance that are made to the CEO.
- Responsible for effective and maximum utilization of PRC funds.
- Monitor funds, issue notifications to patients regarding eligibility status, respond to requests for reconsideration as directed by management, coordinates appointment scheduling and transfers, and conduct periodic document maintenance activities.
- Assist with the reporting of Catastrophic Health Emergency Fund (CHEF) cases by obligating these funds as soon as possible.
- Manages medical referrals through coordination with tribal health clinics, which includes PRC eligibility determinations, pricing health care services, issues purchase orders to authorize PRC funds, and tracking payment s using internal data systems, including Referred Care Information System (RCIS) and Contract Health Services (CHS), and the IHS financial system.
- Ensures alternate resources are maximized and coordinates benefits among alternate payers, which may include but is not limited to private insurance, Medicare, Medicaid, and other programs available.
- Provides reports in accordance with established schedule and format as requested.
- Maintains adequate supply of required forms/documents.
- Creates, composes, edits, produces and/or distributes varied correspondence, reports, meeting minutes, advertisements, mailings, notices and other materials; obtains, organizes, and plans suitable presentation of content; reviews work for format consistency, grammatical construction and typographical accuracy; presents finished materials for review, or distributes.
- Prepares requisitions for supplies as needed.
- Assists with implementation of policies and development of procedures.
- Participates on performance improvement teams and other committees as assigned.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act of 1974.
- Performs related duties.

Qualifications, Experience and education required:

- Knowledge of HIPAA and the Privacy Act of 1974.
- Knowledge of medical terminology, diagnosis coding, and medical billing procedures.
- Knowledge of IHS PRC guidelines, policies and procedures.

- Knowledge of the PRC Applications/Notification, Eligibility, Denial/Approval and Appeal process.
- Knowledge of Medicare/Medicaid, AHCCCS, Social Security Administration, County, State and Tribal health programs and other related agencies policies and procedures.
- Knowledge of various third parties, such as Medicare, Medicaid, Private Insurance, etc., availability of health care resources, rules of eligibility for medical and other available programs to assist in payment of health care costs.
- Knowledge of modern office practices and procedures.
- Knowledge of the correct and effective use of English, including grammar, spelling, and punctuation.
- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles.
- Ability to work with personal computer and utilize a variety of software applications, including database and office software systems.
- Ability to communicate clearly and effectively, both orally and in writing, using tact and sensitivity.
- Ability to organize the multiple demands of the job.
- Skill in data entry, word processing and use of basic computer software programs.
- Skill in organization and maintaining accurate records and filing systems.
- Skill in providing exceptional customer service.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in prioritizing and organizing work, and maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

Supervisory Controls:

The supervisor assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results. Work is reviewed through reports, and observation of interactions with SLHC patients.

Guidelines:

Guidelines include state and federal laws, SLHC policies and procedures, IHS P/RC guidelines, policies and procedures, Medicare/Medicaid policies and procedures, and various third-party payer eligibility and reimbursement guidelines. These guidelines require judgment, selection and interpretation in application.

Complexity/Scope of Work:

This position consists of related clerical duties. The purpose of this position is to support and facilitate operations within the PRC Program.

Successful performance contributes to the efficiency and effectiveness of the assigned area's operations.

Contacts:

Contacts are typically with patients, SLHC employees, members of the general public, personnel of other IHS facilities, providers, and officials of county, State, and Federal agencies.

Contacts are primarily for obtaining, furnishing, exchanging and providing factual medical information in order to determine qualifications for receipt of services and provide liaison to providers and recipients.

Physical Demands/Work Environment:

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping or walking; use hands and fingers to manipulate, handle, or feel; and, talk or hear. The employee occasionally lifts light

objects and distinguishes between shades of color. The work is typically performed in a clinic setting which requires normal safety precaution for infection control and environmental safety measures.

The noise level in the work environment is usually moderate.

Supervisory and Management Responsibility:

None

Minimum Qualifications:

- High school diploma or equivalent.
- One (1) year of administrative office support experience sufficient to understand the major duties of the position, and to be able to answer questions and resolve problems. Experience in a clinic setting is preferred.
- Must successfully pass a criminal and background check.
- Must successfully pass a pre-employment drug screen.

Job Location:	Spirit Lake Health Center	Company Industry:	Spirit Lake Health Center
Job Role:	Medical Support Assistant – PRC		
Employment Status:	Full- time	Supervision	PRC Department Director
Grade:	10	Manages Others:	no
Number of Vacancies:	1		

Please Send Application to:

Name:	Spirit Lake Tribe Human Resource Department	Email:	rcrosswhite@spiritlakenation.com or mkeo@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten	Zip/Postal Code:	58335
Phone:	701-381-0204 or 701-381-0361	Fax:	701-766-1272

Application Procedure	Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver’s license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran’s preference must include Form DD214/Authorization signature will be required for background check and drug testing.
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