



**NORTON SOUND  
HEALTH CORPORATION**

**POSITION DESCRIPTION**

**EMPLOYEE NAME:**

**POSITION TITLE: Patient Benefits Manager**  
**GRADE: 4**  
**JOB CODE: 1260**  
**RELOCATION LEVEL: Yes**  
**EXEMPT: No**  
**TRAVEL REQUIRED: Yes**

**PREPARED BY: Human Resources**  
**APPROVED BY: Personnel Comm.**

**DATE: 8/03**  
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**DEPARTMENT: Business Office**  
**DIVISION: Finance**

**REPORTS TO: Business Office Manager**

**SUPERVISES: Patient Benefit Specialist**

**PURPOSE OF POSITION:** To provide assessment of patient eligibility for health insurance resources. To assist patients to apply for health insurance, maintaining the follow-up contact necessary to ensure patient eligibility and renewed eligibility for such programs. To provide training to NSHC staff in Nome and the villages on potential health insurance resources and their application processes. To provide this training as able to other community agencies in Nome and surrounding villages. To organize an aggressive publicity and public education campaign about available health insurance resources and the benefits of their usage for the region. To utilize all possible media outlets and create materials and presentations as necessary to promote the program.

NOT APPLICABLE

MET STANDARD

DID NOT MEET STANDARD

**MAJOR RESPONSIBILITIES:**

- I. Core Competencies:
  - A. Professionalism:
    - Represents NSHC in a professional manner while acting as an advocate for patients, client's/families, physicians, and other staff members.
    - Maintains quality and efficiency standards as set by the immediate supervisor and makes recommendations for improvements.
    - Participates in activities that promote professional growth and self-development. Attends pertinent in-services, departmental and other meetings as requested by the immediate supervisor.
    - Adheres to all NSHC dress codes, personnel, infection control and safety policies.
    - Upholds NSHC's vision, mission and corporate values.
  - B. Problem Solving/Critical Thinking:
    - Identifies work-related problems with possible solutions and implements solution(s), when appropriate.
    - Maintains constant awareness of the legal aspects of position and demonstrates this in the performance of duties.
  - C. Procedures, Processes and Skills:
    - Maintains an in-depth knowledge of principles, practices, standards and techniques and demonstrates knowledge in accordance with NSHC policies and procedures within pertinent laws and regulation in the following areas:
      1. Maintains knowledge of health insurance resources, including: Alaska State Programs, Medicaid, Medicare, VA, CHAMPUS, private insurance, etc. Maintains 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. Works closely with eligibility technicians at health insurance programs to assist patients with the follow-up contact necessary to ensure that the patient's benefits are established.
      4. Monitors re-application deadlines for patients with Alaska State health insurance. Contacts patients before deadlines to assist with the re-application process as needed.
      5. Provides training to NSHC village based staff and appropriate Nome staff regarding available health insurance programs and their application process.
      6. Will provide the same training for community resources (i.e. schools, Women Shelter, etc.) in Nome and the Bering Strait villages when appropriate and requested.

<p>7. Produces promotional/public relations materials: develops and writes press releases; develops, writes, designs, and lays out brochures and other promotional materials as needed.</p> <p>8. Utilizes community resources to promote awareness of program: works with local radio stations to develop public service announcements; works with all other media to promote program; networks with civic and community organizations; uses bulletin boards and other public forums to promote program.</p> <p>D. Documentation/Data Collection:</p> <ul style="list-style-type: none"> <li>• Gathers data and accurately documents information in a timely manner.</li> <li>• Keeps logs to monitor and compile data on those patients assisted to apply for health insurance resources.</li> <li>• Gathers quarterly data regarding how many patients/families currently receive Alaska State health insurance, particularly Denali Kid Care Program.</li> <li>• Works closely with the Billing Department, personnel, State personnel, and Social Services Manager to accomplish data collection.</li> </ul> <p>E. Safety:</p> <ul style="list-style-type: none"> <li>• Maintains and demonstrates a thorough knowledge of departmental and corporate safety policies and procedures as they pertain to the job, including the fire and disaster plans.</li> <li>• Maintains a safe environment for clients, guests and staff.</li> <li>• Maintains confidentiality of information deemed confidential.</li> </ul> <p>F. Team Centered:</p> <ul style="list-style-type: none"> <li>• Maintains harmonious and cooperative relations with fellow employees, management, clients and guests.</li> <li>• Assists in maintaining a peaceful, orderly and clean environment.</li> <li>• Acts as a role model in maintaining a professional atmosphere.</li> </ul> <p>G. Client Education: Participates in facilitating client's and family's learning throughout assessment/application process.</p> <p>H. Representation:</p> <ul style="list-style-type: none"> <li>• Works effectively with regional agencies, federal and state governments to promote NSHC.</li> <li>• Works to achieve NSHC goals, and to integrate them with goals and expectations of federal and state governments.</li> <li>• Represents NSHC effectively in meetings with State, I.H.S and other officials.</li> <li>• Works effectively with other NSHC divisions and departments to create a quality, comprehensive, client focused delivery system.</li> </ul>				
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<p><b>MAJOR RESPONSIBILITIES:</b></p> <p>II. 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).</p> <p>III. Department/Area Specific: Social Services</p> <p>A. Customer population specific</p> <ul style="list-style-type: none"> <li>• Demonstrates ability to work with and assure appropriate service and information is provided to the clients, general public, outside agencies, departments, employees and management.</li> </ul> <p>1. Provides care to the following age groups:  <input type="checkbox"/> Embryo <input type="checkbox"/> birth <input type="checkbox"/> infant (0-2yrs) <input type="checkbox"/> child <input type="checkbox"/> pre-adolescent  <input type="checkbox"/> Adolescent <input type="checkbox"/> adult <input type="checkbox"/> geriatric <input type="checkbox"/> maternal/neonate</p> <p>B. Supervisory Responsibilities: Supervises Benefits Coordinators.</p> <p><b>QUALIFICATIONS:</b>  Education: Associates degree preferred.  Registration/Certification: None required.  Experience: One year of experience in a position requiring writing, design and presentation of communication materials preferred. Knowledge of health insurance resources preferred.  Skills: This position requires good organizational skills with attention to detail. Must be a self-starter with good oral and written communication skills. Possess ability to follow detailed written and oral instruction. Able to analyze, synthesize and organize complex written material. Demonstrate professionalism, consideration and confidentiality toward others in stressful situations. Computer skills and knowledge of word-processing programs required, and knowledge of presentation (Power Point) and desktop programs preferred.  Physical Requirements: Must be in good general health. Must be physically able to talk, hear, type, file, write, bend, stoop, and reach. Moderate amount of standing and/or sitting is required.  Personal Traits: Must be courteous, accountable, and responsible for self and actions; dependable, honest, cooperative, adaptable, versatile, mature, good listener, objective and able to remain calm under stress. Must have ability to adapt emotional responses to the needs of people of varying temperament and disability. Must be creative, enthusiastic and able to market a product (i.e. health insurance resources).  Working Conditions: Well-lighted and ventilated work area. Work may be performed in village clinics on occasion.  Work Hours: Normal work hours are Monday through Friday, 8am to 5pm. However, evening and weekend work may be required on occasion.  Travel: Occasional travel is required.</p>				
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