



# MISSOULA URBAN INDIAN HEALTH CENTER

406.829.9515  
830 West Central, Missoula MT 59801  
www.micmt.com

## Job Description

<b>TITLE:</b>	Eligibility Specialist
<b>DEPARTMENT:</b>	Administration
<b>REPORTS TO:</b>	Business Finance Manager
<b>FLSA STATUS:</b>	Exempt
<b>STATUS:</b>	Full Time
<b>CLOSING DATE:</b>	October 26 <sup>th</sup> , 2018

### POSITION SUMMARY

The MUIHC Eligibility Specialist works with Missoula Urban Indian Health Center (MUIHC) clients and potential clients to determine access and health coverage eligibility. The Eligibility Specialist is responsible for familiarizing themselves with all available local, state, and federal programs related to client access and care coverage.

### DUTIES & RESPONSIBILITIES

- Conduct financial fact-finding interviews with patients who are seeking healthcare benefits.
- Maintain up-to-date knowledge and understanding of available healthcare coverage options for MUIHC clients.
- Complete Medicaid and other applicable applications/releases.
- Monitor all applicants who are eligible for Medicaid or other financial assistance or coverage plans, as required.
- Enter clear and concise notes in the required patient accounting systems.
- Ensure all supporting documents, including applications and receipts, are obtained and filed timely.
- Successfully help coordinate and manage the portfolio of Medicaid applicants.
- Adhere to all relevant regulations related to involvement with local, state and federal government programs as well as MUIHC and our clients' compliance programs.
- Provide excellent internal and external customer service to MUIHC clients, staff, and community.
- Attend off-site community outreach events to increase MUIHC client enrollment.
- Report monthly on enrollment analytics.
- Other duties as assigned.

### PREFERRED SKILLS

- Knowledge of industry specific programs as they relate to Indian Health and Urban Indian Health.
- Expert competence using computers and the internet.
- A sense of commitment to the unique needs of the Native American population and MUIHC programming.
- Attention to detail with proficient planning and organizational skills, sufficient to prioritize and successfully complete job demands.
- Ability to work independently and/or with minimal supervision, as well as, ability to clearly follow supervisor instructions.
- Ability to interact with and understand cultural differences and apply skill in working with people of varied social, ethnic and economic backgrounds.



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- Ability to exercise tact and diplomacy, to gain confidence, support and cooperation of individuals and groups in accomplishing objectives.
- Flexibility and adaptability to stress and ability to work under stressful situations, when necessary; and apply conflict resolution skills for effective outcome.

## PREREQUISITE QUALIFICATIONS

- Associate's degree, bachelor's degree preferred, in business, communication, billing and coding, or other relevant field.
- Working knowledge of healthcare billing and coding, including the International Statistical Classification of Diseases and Related Health Problems (ICD) 10.
- At least two years of experience working in an urban, tribal, or federal healthcare setting providing insurance and eligibility services.
- Candidate must have reliable transportation, a valid Montana driver's license, and be willing to consent to criminal background check.

## PHYSICAL DEMANDS

Essential job duties may require occasional lifting, pushing and pulling up to 25 pounds. The ability to occasionally stoop, kneel, crouch and utilize reaching, handling, fingering and feeling movements is required. The ability to hear normal conversational discussion and near and far visual clarity is required.

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date

**Preference in employment is given to qualified Native American candidates, in accordance with Title 42 CFR 36.221.**