



Skokomish Indian Tribe

Tribal Center (360) 426-4232

N. 80 Tribal Center Road

FAX (360) 877-5943

Skokomish Nation, WA 98584

JOB DESCRIPTION

POSITION TITLE: PURCHASED REFERRED CARE SPECIALIST

SUPERVISOR: BILLING AND BENEFITS PRC MANAGER

SALARY RANGE: \$22.00-\$30.00 HOURLY DOE/DOQ 1 FTE

NATURE OF WORK: This position is responsible for Purchased Referred Care (PRC) functions within the Health Department. The PRC program is funded and regulated through Indian Health Service (IHS) and is intended to supplement and complement other available healthcare resources for eligible participants. This position supports PRC eligibility, referral coordination, claims and Explanation of Benefits (EOB) review, prior authorization processes, and payment review to ensure compliance with tribal, IHS, payer, state, and federal requirements while working closely with patients, providers, outside facilities, insurance carriers, and internal staff to support timely access to care and compliance with payer of last resort requirements.

REPRESENTATIVE JOB DUTIES

1. Coordinate with internal and external partners to ensure PRC program funds are expended only in accordance with payer of last resort requirements.
2. Process PRC applications, annual updates, and eligibility determinations in accordance with IHS, tribal, and departmental requirements.
3. Request, review, and document cost estimates from outside providers and facilities prior to authorizing services, when applicable.
4. Assist patients with PRC-related access barriers by providing guidance regarding eligibility, documentation, referral requirements, and coordination of authorized services.
5. Review claims, EOBs, denials, and supporting documentation to determine appropriate payment, denial, or follow-up action.
6. Process referrals, purchase requests, claims, and EOBs in a timely manner in accordance with tribal policy, IHS guidance, payer rules, and other applicable state and federal regulations.
7. Calculate Medicare-like rates (MLR), Most Favored Customer (MFC) rates, or other approved reimbursement methodologies as applicable to submitted claims and services. (Nivoynx)
8. Work collaboratively with providers, clinic staff, patients, and outside vendors to ensure referrals and related claims are managed accurately and timely.
9. Maintain complete, accurate, and audit-ready hard copy and electronic files in compliance with tribal policy, HIPAA, IHS standards, and other applicable laws and regulations.
10. Assist with securing, maintaining, and monitoring coordinated care agreements and other provider arrangements as assigned.
11. Respond to telephone, fax, in-person, and electronic inquiries related to PRC eligibility, referrals, claims, EOBs, and related matters.
12. Submit prior authorization requests to insurance carriers and serve as a resource to clinic staff regarding authorization requirements and payer processes.

13. Submit prior authorizations for dental and medical services as required.
14. Utilize applicable electronic health record, billing, and referral systems, including IHS-RPMS Contract Health Services (CHS), Referred Care Information System (RCIS), and other department-approved systems.
15. Manage outgoing, pending, and incomplete referrals in designated referral work queues and ensure all required supporting documentation is transmitted to referred providers.
16. Maintain the PRC Document Control Register and other department tracking tools, logs, and reports.
17. Review outstanding referrals, purchase orders, pending documentation, and open claims/EOBs on a routine basis and complete follow-up with patients, providers, and facilities to ensure timely closure and payment resolution.
18. Perform all duties in compliance with current Health Department Standard Operating Procedures (SOPs), tribal policy, and applicable regulatory requirements.
19. Prepare, track, and submit Catastrophic Health Emergency Fund (CHEF) cases to IHS when services exceed the applicable IHS threshold.
20. Serve as the department's Tribal Assister and support patients with benefits-related processes as assigned. You must complete Tribal Assister training within the first 90 days of employment.
21. Assist with new patient intake, registration coordination, insurance verification, and benefits-related processes as assigned.
22. Meet regularly with the Billing and Benefits Manager or designee to review open referrals, pending claims, EOBs, purchase requests, and work priorities.
23. Participate in Health Department meetings, planning activities, quality improvement efforts, and workflow development to improve department efficiency and service delivery.
24. Establish and maintain positive, professional, and effective working relationships with patients, tribal staff, providers, outside facilities, vendors, and insurers.
25. Identify and utilize all applicable tribal, county, state, federal, and third-party resources to support patient care and uphold PRC payer of last resort requirements.
26. Assist patients, providers, and vendors in resolving barriers related to referrals, authorizations, claims, EOBs, and approved services in a timely and professional manner.
27. Support internal and external audits, monitoring activities, reporting requirements, and records review processes as assigned.
28. Perform other duties as assigned.

QUALIFICATIONS

1. High school diploma or GED.
2. Minimum of two (2) years of experience working as a PRC Specialist in a tribal health or IHS facility.
3. Minimum of two (2) years of experience working in a medical office, clinic, hospital, or healthcare billing environment.
4. Minimum of two (2) years of experience using an electronic health record and/or medical billing system.
5. Working knowledge of insurance billing, claims processing, EOB review, prior authorization processes, and reimbursement practices.
6. Working knowledge of ICD-10-CM, HCPCS, and CPT coding.
7. Knowledge of HIPAA, confidentiality, and healthcare privacy requirements.
8. Candidate must have a valid driver's license and be eligible for the Tribe's automobile insurance.
9. Must be able to work in a team environment.
10. Strong organizational, communication and interpersonal skills preferred.
11. The selected candidate must successfully complete a pre-employment drug screen test, and a complete background investigation, including relevant criminal history, prior to employment.

PREFERRED QUALIFICATIONS

1. Associate degree in Accounting, Medical Office Technology, Health Information, Business, or related field.
2. Experience using IHS-RPMS, CHS, RCIS, or related IHS/tribal health systems.
3. Medical billing and coding certification.
4. Accounts payable, payment processing, or healthcare finance experience.
5. Experience working with tribal health programs, third-party liability, Medicaid, Medicare, and commercial insurance.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of Purchased Referred Care regulations, eligibility standards, and payer of last resort requirements.
2. Knowledge of medical billing practices, reimbursement methodologies, and claims follow-up procedures.
3. Knowledge of Medicare-like rate methodology and other applicable PRC payment standards.
4. Ability to read and interpret claims, remittance advice, EOBs, fee schedules, payer correspondence, and referral documentation.
5. Ability to maintain accurate records, logs, reports, and tracking systems.
6. Ability to prioritize multiple tasks, meet deadlines, and manage sensitive information with a high degree of accuracy.
7. Ability to communicate clearly and professionally with patients, providers, vendors, insurers, and coworkers.
8. Ability to exercise sound judgment, maintain confidentiality, and work independently and as part of a team.
9. Ability to learn and apply tribal, departmental, payer, state, and federal rules and procedures.

Behavior standards: Respectful, courteous, and friendly to customers, other tribal employees, and tribal leaders. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effective communications with customers and other tribal employees. Get along with co-workers and managers. Positively represents the tribe maintaining the trust Skokomish residents have place in each of us. Demonstrates honesty and ethical behavior.

CONFIDENTIALITY: The employee will be required to sign a confidentiality agreement. Violation of this agreement can result in immediate dismissal.

DRUG-FREE WORKPLACE POLICY: The Skokomish Tribe is committed to providing a drug-free workplace for its employees, volunteers, and the community it serves. By Skokomish Tribal policy, this position requires pre-employment drug testing.

PREFERENCE: The Skokomish Tribe's Indian Preference Policy applies to this position. First preference will be given to qualified, enrolled Skokomish tribal members. Second preference will be given to qualified Native American applicants who provide proof of enrollment in a federally recognized tribe. Applicants not entitled to, or who fail to claim Indian Preference, will receive consideration without regard to ethnic/national origin, marital status, sexual orientation, religion, disability status, or membership in the tribal organization.

This position is at will and does not create a contractual relationship between the tribe and the employee.

APPLICATION INSTRUCTIONS

Application must be filled in completely (Do not write see resume). APPLICATIONS THAT ARE NOT COMPLETELY FILLED OUT and TURNED IN BEFORE CLOSING DATE WILL NOT BE CONSIDERED

NOTE: Resumes and Cover Letters are only accepted in support of the application

JOB DESCRIPTION APPROVAL:

CEO: _____

Date: _____

Employee: _____

Date: _____