

**NORTHERN CHEYENNE TRIBE
BOARD OF HEALTH**

POSITION: Medical Resource Technician

SALARY:

DEPARTMENT: Community Health

ACCOUNTABLE TO: CHR Supervisor

OPENING DATE: January 5, 2023

CLOSING DATE: February 8, 2023 at 4PM

How To Apply: Submit a completed application, **RESUME** (3) current (within 1 year) letters of recommendations (one must be past/present employer, Tribal certification or Tribal I.D. (if claiming Tribal preference) a DD214 (if claiming Veteran's preference) and college transcripts, (if claiming college education) to: Northern Cheyenne Tribe, attn. Human Resources Office, P.O. Box 128, Little Wolf Capitol Building, Lame Deer, Mt. 59043

Submit the required documents to the Human Resources Office located at the Little Wolf Capitol Building at the Security Desk, or mail to the Northern Cheyenne Human Resources Department at P.O. Box 128, Lame Deer, Montana 59043, or you can call (406) 477-4825 to email or fax.

ONLY COMPLETE APPLICATIONS WILL BE CONSIDERED
(applicant will be notified of any missing documents)

SUMMARY OF WORK:

To assist referred and identified patients/clients to seek alternate medical resources.

JOB REQUIREMENTS:

Nature of Work: This position performs duties in an office setting and in the community on and off the reservation. Works with sensitive client information and must maintain confidentiality. May require working outside of normal working hours.

Personal Contacts:

Daily contact with clients in the office and in the community. Frequent contact with other programs, Indian Health Service, outside agencies, referring agencies, private providers, Social Security, and physical therapy clients.

Supervision Received: Follows written policies and procedures. Received daily supervision from supervisor.

Essential Functions: Position requires the ability to deal with stressful situations, assist handicapped and elderly clients. This position requires the ability to communicate effectively both orally and in writing, to develop and maintain a good working relationship with other programs. Hand out applications and make home visits to answer any client questions or direct them to the appropriate resources.

AREAS OF JOB ACCOUNTABILITY

- **Schedules** offices visits, VSD with Social Security, appointments and conference calls with clients.
- **Communicates** with referring agencies to collect patient data and exchange medical information.
- Become knowledgeable of HIPAA, Privacy Act, Freedom of Information Act and Release of information.
- **Determines** eligibility status in reference to alternate resources. Performs identification, consultation, and eligibility determination activities.
- **Contacts** various agencies/offices to aid the patient in applying for alternate health resources, resolving problems and completing application process.
- **Stays** current on all local, state, and federal guidelines regarding eligibility requirements. Forms such as Medicare, Medicaid, and other available health resource programs.
- **Prepares** necessary documentation for client's medical assessments for Supplemental Security Insurance (SSI) and Social Security Disability Insurance (SSDI).
- **Counsels** patients on the agencies requirements and assist in developing a plan when needed. Explains the individuals' right to appeal and helps the patient to assess the factors relation to success in appealing decisions.
- **Attends** regular program meetings, client related meetings as requested and required.
- **Documents** all contact on the Daily Contact sheet and reports in the PRMS Benefits Coordination section.
- **Check** on referrals from Purchased Referred Care and Doctor's, Patient Census and Resource Management team notes: Also mail out referral letters when needed.
- **Transports** patients to Disability Determination Services Medical Examiner appointments when needed.
- Other duties as assigned.

JOB REQUIREMENTS:

Knowledge: This position requires knowledge of computer literacy, medical terminology, Privacy and Freedom of Information Acts, legislative amendments, Workman's Compensation, Social Security, CHIP, Medicaid, and Medicare policies and regulations.

Skills: This position requires skills in the use of computers and software utilization. This position requires skills in interpersonal communication, dealing with clients and outside agencies. This position requires the use of various office equipment i.e. fax, copy machine, printer, etc.

Abilities: This position requires the ability to:

- Communicate effectively orally and in writing.
- Follow verbal and written instructions
- Maintain confidentiality
- Handle Stressful Situations
- Understand policies and procedures.

- Work independently and with a team.
- Organize medical information for supervisor to review of client information
- Interpret and implement specific protocols
- Maintain effective working relationships with fellow coworkers, supervisors and the public

JOB PERFORMANCE STANDARDS

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to the following”

- Performs assigned duties.
- Demonstrates ability to meet deadlines
- Demonstrates ability to handle stressful situations.
- Maintains accurate and timely records.
- Familiar with manuals and policies.
- Maintains calendar and appointments for clients and staff.
- Utilizes computer systems.
- Maintains office supplies and fills out requisition orders.
- Demonstrates ability to act independently and initiate action following general guidelines, policies, and procedures.
- Prepares and submits accurate and timely reports.
- Deals tactfully and courteously with public.
- Observes work hours.
- Adheres to standards of confidentiality.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.
- Able to make home visits.
- **Must have current valid Montana Driver’s License.**
- **Must obtain the following certifications within 3 months of hire, Certified Application Counselor Certificate, HIPAA, ISSA.**
- **Must be able to pass a Federal Background check.**
- **Must provide a copy of driving record.**

EDUCATION AND EXPERIENCE:

The above knowledge skills and abilities are typically acquired through a combination of education and experience equivalent to:

- **High School Diploma or G.E.D.**
- **Associates of Arts** degree is **preferred** with a minimum of **1 year** experience in Social Security processes, retirement benefits, disability benefits, and survivors benefits and **2 years'** experience assisting clients with applying for and obtaining Medicaid.
- **Knowledge** of medical terminology.
- General experience in the overview and process of Social Security and Medicaid.