

LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

LVDHC HUMAN RESOURCES

P.O. Box 9, N5241 Hwy 45 Watersmeet, MI. 49969

Phone: 906-358-4587 Fax: 906-358-4118



JOB DESCRIPTION

POSITION: Patient Benefits Navigator

LOCATION: LVD Health Center, Watersmeet, MI

SUPERVISION: Data Analyst

EMPLOYMENT: Full Time – Non-Exempt

SALARY/PAY RATE: \$18.26 - \$23.55 Per Hour

UPON HIRE:

- PTO Upon Hire
- Dental
- Vision
- Health Insurance

DESCRIPTION:

Position Summary:

The Patient Benefits Navigator primarily supports patients of the Lac Vieux Desert Health Center by assisting them in obtaining and maintaining health insurance and other eligible government assistance programs. This role serves as the benefits champion to our patient care team in identifying and addressing barriers to coverage and ensuring timely access to care and services. Additionally, this position will serve as a secondary contact for LVDHC PRC eligible patients and may from time to time assist in the patient services area.

Key responsibilities include:

- Managing patient demographics within multiple systems.
- Assist patients in obtaining and maintaining health insurance, working with Medicare, Medicaid, private insurers, and social service agencies.
- Monitor PRC eligibility, determine payment sources, and ensure Medicare-Like Rates are applied as appropriate.
- Promoting insurance enrollment and maintenance for all patients.

- Continually monitors systems data to ensure continuous coverage of insurance, both primary and secondary (when applicable).
- Assist in coordination of patient referrals, appointments, and transportation, ensuring compliance with PRC and Contract Health guidelines.
- Assists in processing and tracking PRC and third-party claims from initiation through payment; maintain complete and timely documentation in EMR and other systems.
- Maintain detailed databases, voucher logs, and records of disbursements and patient communications.
- Communicate with outside providers, insurers, and agencies regarding claims and service coordination.
- Support Tribal Elders in securing and maintaining appropriate coverage.
- Experience with Medicaid, Medicare, Social Security, and private insurance.
- Advocates effectively for patients and navigates complex healthcare systems.
- Will be trained to cover PSR job duties.

MINIMUM QUALIFICATIONS:

- Strong understanding of PRC guidelines, insurance precertification, and third-party billing.
- Experience with Medicaid, Medicare, Social Security, and private insurance.
- Proficiency in EMR systems (e.g., eClinicalWorks, Open Dental) and office software.
- Excellent communication, organizational, and problem-solving skills.
- An ability to advocate effectively for patients and navigate complex healthcare systems.
- High School Diploma or GED.
- 1-3 yrs. experience working with PRC/Indian Health Service/Patient Benefits.
- Must be able to pass a healthcare provider background check.
- Must have a working knowledge of HIPAA law.
- Strong organizational skills.
- Self-motivated, adaptable to changes.
- Strong oral and written communication skills.

PREFERRED QUALIFICATIONS:

- Associate Degree and/ or minimum of five years working with Native Communities.
- Administration of Federal, State and Local Grants.
- Working knowledge of healthcare insurance, billing, and reimbursement.
- Proficiency in electronic medical and dental record software.
- Proficient in Excel, Word, and PowerPoint.

WORK ENVIRONMENT/PHYSICAL DEMANDS

- Fast paced with occasional high pressure or emergent situations.
- May wear PPE such as gloves or a mask.

- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public.
- Frequent sitting, standing, walking, reaching, grasping, carrying, and speaking.
- Occasional bending, stooping, lifting less than 20 pounds.
- Lifting, carrying, pushing, and pulling up to 50 pounds, with assistance if needed.
- Frequent use of computer, keyboard, fax and copy machine, and telephone.

POSTING EXPIRATION DATE: November 4th, 2025

Preference will be given to qualified individuals of American Indian descent.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at anytime. Must be able to pass a pre-employment drug screen and applicable background checks related to the position

Lac Vieux Desert Health Center Mission Statement: The Lac Vieux Desert Health Center strives to provide excellence in health care and to inspire a culture of wellness.

Date Approved by the Tribal Council: 9/29/2025

**LVD Health Center
Human Resources Department
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SIGNED: _____ DATE: _____