



NASOMAH HEALTH GROUP

Job Title: Nasomah Program Outreach Coordinator
Department: Nasomah Health Group
Reports to: Nasomah Program Manager
FLSA Status: Non-Exempt (Full-Time)
Hourly Rate Range: \$19.30 to \$31.36

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

WHAT IS THE NASOMAH HEALTH GROUP?

The Nasomah Health Group is a self-funded health insurance plan for the Coquille Indian Tribe, members of the Tribe, and employees of the Tribe's enterprises, agencies, corporations and departments.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Nasomah Program Manager, the Nasomah Program Outreach Coordinator will help with the Nasomah health plan and help coordinate Nasomah's Healthy Traditions wellness program. In addition, this position will function as an advocate for all persons eligible for the Nasomah Health Plan in the effective utilization of health care resources such as Medicare, Medicaid, private health insurance plans and the ACA marketplace plans. This position may require travel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Research health coverage resources, exploring all available options for persons eligible for the Nasomah Health Plan. Assist in determining eligibility for resources and provide frequent updates to the Nasomah Program Manager. Work closely with the Nasomah Program Manager in the identification and proper utilization of the resources available.
2. Provide administrative support to the Nasomah Program Manager for eligible participant enrollment, plan administration, and database administration.
3. In conjunction with the Nasomah Program Manager, develop, maintain and monitor policies and procedures for Nasomah Health Group.
4. Work closely with the Nasomah Program Manager, CIT Purchased and Referred Care, and other staff to ensure all eligible participant information is current and accurate, and that relevant health coverage resources are being utilized appropriately.
5. Coordinate the Healthy Traditions Wellness Program for Nasomah health plan participants; including but not limited to:
 - a. Administer the wellness program enrollment process and monitor eligibility.
 - b. Support the wellness team and facilitate wellness team meetings.
 - c. Develop wellness program promotions and incentives.
 - d. Provide information and referral to Nasomah participants about community wellness resources.
 - e. Develop and maintain the wellness program policies, procedures, and manuals.
6. Assist tribal members and their families with processing applications for alternative health care coverages.
7. Assist tribal members in navigating the rules governing Tribal/PRC services. Review what is covered and how to use those services.
8. Develop and maintain a network of contacts in local, state and federal agencies, including all agencies and organizations that provide resources for wellness promotion.
9. Assist the Nasomah Program Manager with additional duties as directed.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified; and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Knowledge of and the ability to maintain strict confidentiality of medical and administrative records adhering to the standards for health record-keeping under HIPAA and Privacy Act requirements.
2. Thorough understanding of the impact of PHI and HIPAA requirements on Nasomah Health Group.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
5. Knowledge of the eligibility requirements for State and Federal Health Insurance Exchanges, Medicare/Medicaid, SSI to determine who is eligible for resources.
6. A working knowledge of sensitivity communication practices to speak with and for the member.
7. Possess basic knowledge of how to track eligible members in various programs to determine who is eligible for resources.
8. Ability to understand and interpret complex and technical documents as well as analyze the data contained in such documents.
9. Able to ensure good public relations by maintaining a cooperative and considerate attitude toward others.
10. Must possess the ability to follow directions and absorb data necessary to efficiently perform assigned duties and responsibilities.
11. Must have the ability to function well under the pressure of meeting deadlines in difficult situations. The work consists of duties that involve different and unrelated processes and methods. Frequently involves establishing the eligibility of members with outside agencies and assisting in settling controversial issues.
12. Must be willing to travel to collect information. This will require eligibility to operate a CIT vehicle, with no insurability issues.
13. Must be proficient in typing and computer skills. Emphasis will be on accuracy and attention to detail with a strong working knowledge of Microsoft Office Suite products.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 30 pounds. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED QUALIFICATIONS

- A. Associates degree in a health-related field. A combination of formal education, training and related work experience will be considered.
- B. Minimum of one year experience working in a patient or client services environment providing coordination of benefits services either in a medical or social services setting.
- C. Proficiency in Microsoft Office products.
- D. Experience maintaining a file system, both electronic and paper.
- E. Ability to work with a wide variety of people and to communicate effectively with tribal members, PRC staff as well as local health care providers and agencies.
- F. Current and valid Oregon driver's license in good standing with no insurability issues as determined by the Tribe's insurance carrier is required.
- G. Professional experience in policy and procedure development and maintenance preferred.
- H. Experience working in a wellness program preferred.
- I. Experience working with Native American organizations preferred.

