



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position Description

Position: Health Care Advocate

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 8:00am-4:30pm

Salary Range: \$17.50 - \$23.00 per hour depending on qualifications and experience

Posting Date: February 26, 2023

Closing Date: 3/8/2024

Description of Position:

The Health Care Advocate will work to support clients and patients within the health care industry. The Health Care Advocate will assist the patient in negotiating medical bills and reviewing them to ensure they're accurate. Help in resolving disputes between patients and their insurance companies. Resolving conflicts between patients and their health care providers. The overall goal of a Health Care Advocate is to provide patients and caregivers with the support and education they need so they can make their own decisions about their next steps. The Health Care Advocate will support the patient and help make their journey through the health care system as smooth as possible. Ensure a patient's needs and wishes are met.

Qualifications:

- High School diploma or equivalent required
- Bachelor's degree in healthcare preferred
- Two years experience in social services or other healthcare field required
- Excellent listening and communication skills are essential as well as an empathic concern for the welfare of others.
- Strong computer skills.
- Solid knowledge of the complexities of the healthcare system.
- Strong problem-solving and conflict resolution skills

- Passion for the well-being of patients.
- Able to work independently and manage multiple tasks
- Ability to maintain patient confidentiality in accordance with the Federal Privacy Act and HIPAA
- CPR Certified or willing to obtain
- Mantoux TB test current.
- Completed Hepatitis B series.
- Must be able to pass a background check.
- Valid WI Driver's License.
- Valid Vehicle Insurance.
- Must be able to pass pre-employment and random drug testing.

Major Duties and Responsibilities:

1. Develop and maintain communication and contact with community services organizations and other agencies.
2. Record daily efforts made into a software system. Track and document all client interactions.
3. Complete monthly reports as requested by supervisor.
4. Meet with LCO Tribal Members to determine eligibility for support other than 3rd party
5. Assist patients with all aspects of insurance billing resolutions or payments and documenting any information regarding patients account.
6. Assist patients in securing medical coverage by screening, refer patients and coordinating the application process through successful approval.
7. Provide support to clients by responding to their inquiries, providing solutions, and resolving issues.
8. Be the primary point of contact between the client and the LCO-CHC, and strives to ensure that the client is satisfied with the services provided.
9. Will work with internal teams to ensure that any issues are addressed in a timely and efficient manner.
10. Assist clients in navigating the company's services.
11. Follow up with clients to ensure satisfaction of needs met.
12. Communicate client feedback to internal teams.
13. Coordinate information and services between clients, patients, providers and insurance companies. They will explain things to patients ranging from medical bills to information on the physicians note during the clients medical visit.
14. Work directly with the patients of the LCO-CHC and represent their voice during internal decision making.
15. Field calls from customers or meeting individual clients onsite, assessing their needs, and attending meetings with management to ensure that their offered services match the client's interests.
16. Submits insurance claims and other paperwork for the patient. Investigates patient concerns when necessary.

17. Working with medical facilities to create payment plans.
18. Helping patients understand their insurance coverage.
19. Informing patients of their legal rights.
20. Reviewing patient paperwork for accuracy and completeness.
21. Determine if patient is approved for alternate 3rd party funding for medical invoices. If approved send to Tribal Governing Board for consensus approval for processing of payment.
22. All other duties as assigned by supervisor.

Supervision and Guidance:

The Health Care Advocate will work under the direct supervision of the Patient Access Director with oversight by the Health Director.

***Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of any Stated Qualifications

Three (3) Current Letters of Recommendation

Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, Wisconsin 54843
715-638-5132
715-634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

02/13/2024