



**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: Payment Clerk

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 8:00am-4:30pm

Salary Range: \$20.00 per hour

Posting Date: February 21, 2025

Closing Date: 3/6/2025

Description of Position:

The Payment Clerk plays a crucial role in ensuring that Tribal Members receive the health insurance premium reimbursement benefit they are entitled to. As the Payment Clerk, you will support the Tribal Member and help make their journey through the health care premium reimbursement process as smooth as possible.

Qualifications:

- High School diploma or equivalent required
- Previous experience in billing preferred.
- Strong analytical skills to ensure accuracy in payment processing.
- Proficiency in billing software preferred.
- Ability to communicate effectively with patients.
- Ability to manage multiple tasks and prioritize effectively.
- Attention to detail and strong organizational skills.
- Excellent listening and communication skills are essential as well as an empathic concern for the welfare of others.
- Strong computer skills required.
- 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. Submitting documentation of paid health insurance premiums for reimbursement in a timely manner and ensuring all necessary documentation is included.
2. Maintaining accurate records of payments issued, documentation received, and any communications related to reimbursement.
3. Assist Tribal Members with the application form and process for reimbursement.
4. Generating reports on reimbursements quarterly.
5. Addressing inquiries from Tribal Members regarding payment status.
6. Record daily efforts made into the software system.
7. Provide support to the Tribal Members by responding to their inquiries, providing solutions, and resolving issues in a timely, professional manner.
8. Work with internal teams to ensure that any issues are addressed in a timely and efficient manner.
9. Assist Tribal Members in navigating the LCO-CHC'S services.
10. Demonstrate flexibility and adaptability.
11. Follow all policies and procedures of the LCO-CHC.
12. Complete monthly reports as requested by supervisor.
13. Must prioritize and ensure the utmost confidentiality and security of tribal members' financial information at all times, adhering to strict privacy protocols and safeguarding sensitive data.
14. All other duties as assigned by supervisor.

Supervision and Guidance:

The Payment Clerk will work under the direct supervision of the Health Director.

***Applicants for employment with the Health Center must submit with the following documents the completed application form.**

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.

02/20/2025