



**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: Patient Access Supervisor

Location: Lac Courte Oreilles Community Health Center

Salary Range: \$70,388

Hours: Monday – Friday 8:00 am – 4:30 pm

Posting Date: July 21, 2026

Closing Date: Until filled

Classification: Exempt

Description of Position:

The Patient Access Director is directly responsible for the Purchased and Referred Care (PRC) Program, including specialty health care claims for patient services that fall within guidelines set by the Lac Courte Oreilles (LCO) Tribe, federal regulations, and PRC Policies. The Patient Access Director will supervise all employees in PRC, Benefits, and Patient Registration departments.

Qualifications:

- Bachelor degree in Business Administration or related field preferred or 4 years job related experience.
- Two year experience in a supervisory position in a health care setting required.
- Knowledge of computers required.
- Knowledge of Electronic Health Record (EHR) systems.
- Ability to effectively communicate both verbally and written.
- Must have leadership qualities and be a person of integrity to ensure equitable access to referred healthcare for all LCO members.
- Must be able to deal effectively with people and relate well in dealing with people.

- Must have the ability to establish and maintain effective working relationships with other employees, officials, and the public.
- Must be able to cooperatively work with external agencies to resolve patient complaints, and assure quality, cost effective services.
- Must be able to lead and work as a team.
- Abide and follow all HIPAA regulations.
- Must be able to pass a background check and drug test.
- Have demonstrated the ability to maintain a satisfactory working record in any prior or current employment.
- Valid Wisconsin Driver's License.
- Sufficient and current vehicle insurance.
- Must be able to pass pre-employment and back ground check

Major Duties and Responsibilities:

1. Monitor the distribution of funds.
2. Assist families and individuals in finding and applying for alternative health care reimbursement.
3. Negotiating with vendors for the most favorable rate to expand the purchasing of PRC dollars.
4. Monitoring distribution of funds:
 - Determine client's eligibility for the PRC Program.
 - Use Greenway Intergy (EHR) for maintaining patient information, commitment register, process vouchers, and other required reports/forms for the PRC Program.
 - Generate voucher for designated vendor which includes obligated dollar estimate for service.
 - Prepare vouchers for payment.
 - Maintain a record keeping or filing system which includes Indian Health Service (IHS) required reports and updates.
 - Attends monthly PRC meetings and any other required meetings.
5. Locating additional funding sources:
 - Develop and maintain a data base for alternative resources for payment for health related bills. Refer clients as appropriate.
 - Works with Tribal Health Director and PRC Clerks exploring alternative ways to control PRC costs while assuring needed quality services.
6. Serves as the Chairperson of the PRC Committee. Works closely with the PRC Clerks and Health Director to prepare the PRC agenda thus improve communication regarding PRC services.
7. Directs all PRC grievances as appropriate to PRC Committee.
8. Must prepare and ensure Catastrophic Health Emergency Funds cases are submitted to Bemidji Area IHS PRC for reimbursement from IHS PRC Headquarters.
9. Serves as immediate supervisor for the PRC Clerks, Benefits employees, and Patient Registration employees.
10. Must be reliable.
11. Must attend all training provided by the Lac Courte Oreilles Community Health Center.

12. Must attend all meetings.
13. Must perform quarterly Community education sessions informing members of PRC guidelines and available alternate resources which benefit their health and the Health Center.
14. Will cross train with our Benefits department to assist patients in applying for Alternative Resources.
15. Must adhere to all established rules, regulations, procedures and policies of the Lac Courte Oreilles Community Health Center.
16. Must comply with the Lac Courte Oreilles Community Health Center Personnel Policy and Procedures Manual.
17. Reporting of Adverse Incidents.
18. Must participate in Quality Assurance and Quality Improvement efforts.
19. All other duties assigned by the Health Director.

Supervision and Guidance:

The Patient Access Director will work under the direct supervision of the Health Director.

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

Letter of Interest
Resume
Credentials
Proof of any stated Qualifications
Three (3) letters of recommendation
Academic transcripts

Application information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
9940 N County Hwy K
Hayward, WI 54843
(715) 638-5132
(715) 634-6107 FAX
healthcenterhr@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.

07/21/2026