

# LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

## JOB DESCRIPTION

**TITLE: PATIENT RESOURCE ADVOCATE**  
**DEPARTMENT: PRC**  
**SUPERVISOR: PRC COORDINATOR**  
**CLASSIFICATION: FULL TIME NON-EXEMPT**

### **POSITION SUMMARY:**

The primary purpose of this position is to assist patients who are uninsured or underinsured with the resource enrollment process and act as an advocate for our patients with the alternate resource agencies.

### **ESSENTIAL JOB FUNCTIONS:**

- Assist in making and/or coordinating arrangements with or for the patient in order to complete the required application process for alternate resources for all departments.
- Establish a working liaison with the alternate resource agencies for the purpose of certifying patient eligibility, providing contact for patient interaction and to obtain knowledge of current rules/regulations.
- Maintain contact with the applicants to ensure completion of application process.
- Work with other key personnel to ensure all eligibility requirements are met.
- Explain the application and documentation required and advise applicants regarding how to complete the application and/or how to obtain the required documentation.
- Establish follow up procedures to assist applicants in applying for alternate resources and obtaining status on their pending applications.
- Explain the importance of having alternate resources.
- Conducts personal interviews with the patient and/or family member to determine potential eligibility for any alternate resources.

### **EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:**

- Standard office practices and procedures including but not limited to filing, photocopying, basic computer skills, telephone, voicemail, etc.
- Ability to politely communicate with clients in a clear and effective manner.
- Familiarity with Medi-Cal regulations, Medicare regulations, and state programs.
- Ability to interact with patients and understand cultural differences
- Ability to work cooperatively with other staff.
- High school graduate or G.E.D.
- Knowledge of standard medical office practices.

### **All LCTHC employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sitting / Mobility: Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 25 pounds.

Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

**INDIAN PREFERENCE:** Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

**NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT:** LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and success of LCTHC.

Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

**HIPAA Health Insurance Portability and Accountability:**

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

***IMPORTANT DISCLAIMER NOTICE***

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.**

I have read and understand all aspects of this job description

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/Dept. Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date