



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilanka Community Health Center Healthcare Ambassador

Team: Revenue Cycle

Salary Range: \$24.00 - \$30.00 per hour, DOE

Reports to: Revenue Cycle Manager

Schedule: Regular, Full Time

FLSA Status: Non- Exempt from Overtime

Last Revised: January 2023

The Healthcare Ambassador is the first point of contact for Ilanka Community Health Center patients who need assistance or guidance navigating healthcare and associated billing.

RESPONSIBILITIES / DUTIES

- Performs the role of patient liaison, guiding patients through healthcare processes, including, but not limited to, healthcare coverage enrollment, travel assistance, referral assistance, and assisting with insurance or billing questions.
- Facilitates access for patients and clients to other community services as necessary.
- Point of contact for NVE Tribal Beneficiaries to explain and assist with the Purchased Referred Care program.
- Provides backup support to Front Desk as needed.
- Performs outreach and provides education to patients.
- Follows all policies and procedures and participates in risk management and quality assurance - quality improvement processes.
- Maintains a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties.
- Supports and facilitates positive interaction with others as evidenced by professional maturity, respect for others, a team-centered approach, and an appreciation of a variety of viewpoints and diversity in the workplace.
- Participates in community-wide health care activities such as health fairs as well as NVE hosted events which may be outside regular hours.
- Other duties as assigned.

KNOWLEDGE AND ABILITIES

- Excellent customer service skills, including an ability to empathize with others in stressful situations, presenting oneself in a calm and caring manner.
- Ability to organize and manage multiple items, meeting deadlines and providing resourceful problem-solving.
- Able to complete assignments on time, displaying accountability and ownership for work.
- Knowledge or skills to operate and/or learn specialized software and computer programs.
- Displayed initiative and creativity in researching and utilizing resources to assist clinic patients.
- Able to maintain a clean, professional appearance with business casual attire.
- Able to pass a background check, which includes fingerprinting.

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www.eyak-nsn.gov



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EDUCATION AND EXPERIENCE

- High School Diploma or equivalent.
- Preferred 2 years customer service experience.

LICENSE AND CERTIFICATIONS

- BLS or CPR Pro certification required within 60 days of hire.
- Certified Application Counselor (CAC) – training and certification to be completed upon hire.
- Current Alaska Driver's License preferred.

WORK ENVIRONMENT

- Prolonged periods sitting at a desk and working on a computer.
- Regularly manipulate electronic data to gather, input and otherwise coordinate work.
- Regularly use mental, oral, and written methods to complete work.
- This position may require operation of a motor vehicle.
- Usual tasks do not involve exposure to blood, body fluid, or tissues but job has potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

DISCLAIMER

NVE has the right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description.

Employee Signature

Date