

# TOIYABE INDIAN HEALTH PROJECT, INC.

## **POSITION DESCRIPTION**

**POSITION:** Patient Navigator

**SALARY RANGE:** TSS 7

**WORK STATION:** Coleville

**SUPERVISOR:** Medical Office Manager

**SUPERVISES:** None

**NON-EXEMPT**

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**POSITION SUMMARY:** Assist and navigate patients through the referral process for specialty healthcare services. Coordinate with appropriate staff to ensure smooth patient flow through the healthcare system.

### **QUALIFICATIONS:**

1. High school graduate or equivalent.
2. Two (02) years of general office experience including working knowledge of computer programs and filing skills.
3. Knowledge of medical terminology and procedures desirable, i.e. ICD-10 and CPT codes. Willingness to obtain Certified Coders Certification according to requirements.
4. Familiarity with medical referral approval processes and healthcare insurance plans.
5. Must communicate effectively using good verbal and written skills, observing rules of confidentiality in the retention and dissemination of privileged information.
6. Must have a valid drivers license and insurable with the company insurance.
7. C.P.R. certified or certified within three months of hire.
8. Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs, and socioeconomic needs of the Indian community.
9. American Indian preference in accordance with Indian Preference Act (Title 25, U.S. Code, § 472 & 473).

### **DUTIES & RESPONSIBILITIES:**

1. Process and coordinate referrals from the Toiyabe provider and add referrals to the referral care package.
2. Verify patient's insurance information and assist with researching alternative payment resources.
3. Research verification of individual Specialty Care Provider's acceptance of patient insurance prior to scheduling appointment.
4. Assist the patient in making appointments for specialty care including assist patients with navigating through the healthcare system.
5. Provide appropriate medical paperwork/data to the Specialty Care provider prior to the appointment.
6. Follow-up with providers (Specialty and Toiyabe) to assure patient compliance.

7. Coordinate and provide open communication with all TIHP Departments, referring providers and Specialty Care providers.
8. Maintain the strictest confidentiality with regards to medical records.
9. Compile and maintain adequate data files pertaining to encounters and patient care.
10. Other job related duties as assigned.

*Reviewed:*

Employee: \_\_\_\_\_ Date \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date \_\_\_\_\_