



SUSANVILLE INDIAN RANCHERIA
745 Joaquin Street
Susanville, CA 96130
(530) 257-4921

VACANCY ANNOUNCEMENT

OPENING DATE OF ANNOUNCEMENT:	July 30, 2025
CLOSING DATE OF ANNOUNCEMENT:	August 8, 2025
POSITION TITLE:	Purchased & Referred Care/Health Benefits Coordinator Assistant
SUPERVISES:	No
STARTING SALARY:	\$21.33 per hour
GRADE:	Depending upon experience and education.
FLSA STATUS:	10
NUMBER OF POSITIONS:	Non-Exempt
STATUS:	1
HOURS:	Temporary position not to exceed 90 days, may become a permanent position.
BENEFITS:	Full Time
SUBJECT TO P.L. 101-630:	None, unless position becomes permanent.
	No

GENERAL STATEMENT OF RESPONSIBILITIES:

This position is the contact person for the Purchased and Referred Care/Health Benefits Coordinator (PRC/HBC) and is responsible for assisting the PRC/HBC and Patients with the referral process such as eligibility, scheduling, benefits application and answering questions as needed.

SPECIFIC AREAS OF RESPONSIBILITIES:

- Maintains Purchased and Referred Care (PRC) files. Scans claims, EOBs, purchase orders, etc. into the PRC Drive.
- Works with patients to confirm or update address, phone number, insurance, residency, tribal verification, etc.
- Assists patients in applying for alternate resources.
- Assists with PRC patient yearly audits.
- Responsible for following up on referrals to confirm patients have been scheduled for an appointment.

- Assists in working with the Transportation Department to arrange transportation for patients.
- Assists in processing purchase orders for out-of-town transportation assistance.
- Assist with the full cycle of the PRC referral process.
- Maintains PRC main phone line and triages phone calls, as necessary. Responds to inquiries and requests for PRC services assistance via telephone, written communication, or personal visit.
- Responsible for PRC mail pick-up and delivery of PRC outgoing mail.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA).
- Welcomes visitors by greeting them, in person or on the telephone, answering or referring inquiries.
- Other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES:

- A. Basic office skills to include tele-communications, math, typing, telephone, filing, keyboard, copiers, computers, etc.
- B. Ability to understand and interpret authorization of PRC services as they relate to Indian Health Service (IHS) rules and regulations and Lassen Indian Health Center (LIHC) policies and procedures.
- C. Possesses time management skills.
- D. Knowledge of the tribe's confidentiality and security policies.
- E. Ability to work as a team member.
- F. Ability to work well under pressure and meet deadlines.

MINIMUM QUALIFICATIONS:

1. Must have a high school diploma or equivalent from an accredited high school.
2. Must have a valid California driver's license or license from current residence state.

3. Must pass a pre-employment background check.
4. Must pass a pre-employment drug test.
5. Must have a valid CPR card or be able to obtain one within ninety (90) days of hire.

ADDITIONAL QUALIFICATIONS FOR THIS POSITION

6. One (1) year of administrative support experience, sufficient to understand and perform the major duties of the position, and to be able to answer questions and resolve problems. Experience in a health care business office, medical insurance office, social services agency or customer services position is preferred.
7. Must obtain certification within one (1) year through Covered California to become a Certified Enrollment Counselor.
8. Working knowledge of insurance billing and payment procedures.

WORKPLACE ENVIRONMENT:

1. **PHYSICAL SAFETY:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying of light items, driving an automobile, etc. No special physical demands are required to perform the work.
2. **WORKING ENVIRONMENT:** Regular exposure to favorable conditions such as those found in a normal office.

PERFORMANCE EXPECTATIONS:

- Uphold all principles of confidentiality.
- Adhere to all professional and ethical behavior standards.
- Interact in an honest, trustworthy, and respectful manner with employees, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities, cultural and educational programs.
- Comply with policies and procedures.
- Display respect and understanding of Susanville Indian Rancheria's traditions and values.
- The way the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability.
- Any attitude or behavior that will tarnish the name or reputation of the Susanville Indian Rancheria will not be tolerated and is subject to disciplinary action.

PREFERENCE POLICY:

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| 1 st Preference: | Enrolled member of a Federally Recognized Tribe. |
| 2 nd Preference: | Documented proof of Veteran Status, i.e., DD-214, Veterans Benefit Card. |
| 3 rd Preference: | All other applicants. |

SIR BENEFITS PACKAGE:

The Susanville Indian Rancheria offers its full-time employees a highly competitive benefits package, including: annual cost-of-living increases (based on SSA COLA); eligibility for annual merit increases; twelve paid holidays; thirteen days paid sick leave; up to twenty-six days paid annual leave (depending on length of service); maternity leave; paternity leave; affordable group health, dental, vision, and life insurance; and 401(k) retirement plan.

HOW TO APPLY AND APPLICATION REQUIREMENTS:

All applicants are required to submit a Susanville Indian Rancheria/ Lassen Indian Health Center application. Applications can be found on our website at: www.sir-nsn.gov/human-resources/ (SIR – LIHC – Gaming Commission Application for Employment P.L. 101-630 Requirements) or picked up at 745 Joaquin Street, Susanville, CA.

Only **complete** applications will be considered. For your application to be considered complete you must attach the following:

1. Completed Susanville Indian Rancheria/Lassen Indian Health Center Application.
2. Copy of your High School Diploma **AND** College Degree or transcripts documenting your graduation or completion of your degree.
3. Copy of your valid Driver's License.
4. Copy of any other certifications required.
5. Copy of Tribal Card, if claiming Indian Preference.
6. Copy of DD214 or other proof of Veteran status, if claiming Veteran's Preference.
7. **An additional statement on how you meet each Minimum and Additional Qualification and Knowledge, Skills, and Abilities.**

Complete applications can be dropped off in person at the Human Resources Office at 745 Joaquin Street, Susanville, California, Monday through Friday from 8:00 am to 5:00 pm. They may also be emailed to ramador@sir-nsn.gov or faxed to (530) 251-1895 or mailed to the above address. All applications must be **received** by 5:00 pm Pacific Standard Time on the closing date of the announcement.