

# Blackfeet Nation

## Blackfeet Nation Tribal Health System

### Lead Enrollment Specialist

<b>Position:</b>	Lead Enrollment Specialist
<b>Division:</b>	Blackfeet Tribal Health System
<b>Department:</b>	T-SHIP
<b>Reports To:</b>	Program Director
<b>Location:</b>	Blackfeet Tribal Health
<b>Pay Grade:</b>	TBD
<b>Healthcare Provider Classification</b>	Administrative – Non-Healthcare Provider
<b>FLSA Classification</b>	Exempt/Full Time
<b>Classification:</b>	Staff/Not Security Sensitive
<b>Biological Hazards Risk Group</b>	NIH Risk Group 1 – Low Risk

**Summary:**

The Lead Enrollment Specialist will supervise a team of enrollment specialists in the Tribal Sponsorship Insurance Program (T-SHIP). This role involves conducting public outreach, ensuring accurate enrollment into health insurance programs and services offered, and verifying third-party payer information. The Lead Enrollment Specialist will oversee enrollment specialist team operations, manage compliance, and provide mentorship to new staff. Responsibilities include managing relationships with applicants and community members, ensuring follow-up, and reporting to program management. The Lead Enrollment Specialist will also provide training and guidance to Enrollment Specialists and serve as the primary liaison for complex cases. Additionally, they will collaborate with other TSHIP staff to facilitate reimbursement or payment for medical, dental, and prescription premiums for each TSHIP-eligible individual.

**Essential Responsibilities and Duties:**

- Supervise a team of enrollment specialists, assigning tasks, monitoring performance, and ensuring efficient operations.
- Provide training and mentorship to the enrollment team, maintaining certifications and compliance with Healthcare.gov and tribal health guidelines.
- Manage team performance by conducting regular evaluations, tracking progress, and ensuring accurate documentation of all interactions.
- Obtain and verify required documentation for proof of TSHIP eligibility, including enrollment in a federally recognized Tribe and residency within the Purchased/Referred Care Service Delivery Area.
- Ensure accurate processing of premium payments and reimbursement procedures, including coordinating with the TSHIP Policy/Financial Analyst.
- Conduct periodic reviews of enrollment data and report findings to the TSHIP Director for program improvements.
- Implement new processes to improve program efficiency and ensure timely follow-up with applicants.

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- Review completed applications and agreements before submission to the TSHIP Director for approval.
- Serve as a resource for resolving complex enrollment issues and ensuring compliance with privacy and health information regulations.
- Act as a liaison between applicants, insurance companies, healthcare providers, and federal, state, and tribal agencies to resolve premium payment and claims issues.
- Assist with Medicare enrollment, including determining eligibility for Initial, Special, or General Enrollment periods and guiding applicants through necessary paperwork and processes.
- Maintain organized records of all applicants, enrollment statuses, and communications for program reporting and compliance.
- Lead community outreach efforts, including health fairs and educational booths, to increase program visibility.
- Perform other duties as assigned by the TSHIP Director in response to program changes or emerging needs.

#### **Knowledge Required by the Position**

- Strong understanding of Medicaid, Medicare, Healthcare.gov, private insurance, and tribal sponsorship regulations.
- Proficiency in Microsoft Office applications, including Word and Excel, for correspondence, data tracking, and reporting.
- Excellent communication skills to collaborate with state, federal, tribal, and private entities.
- Ability to train and guide other Enrollment Specialists in program policies and best practices.
- Knowledge of HIPAA regulations and ability to maintain confidentiality in handling applicant data.
- Experience with virtual training and continued education in healthcare enrollment and policy changes.

#### **Supervisory Controls**

The Lead Enrollment Specialist will serve as the primary point of contact for Enrollment Specialists and oversee their activities to ensure compliance with program policies. They will receive oversight from the TSHIP Policy/Financial Analyst and Director as needed. Completed applications and agreements will be reviewed and signed off by the TSHIP Director. Discrepancies will be addressed with the Lead Enrollment Specialist, who will provide guidance and corrections to Enrollment Specialists or applicants as necessary.

#### **Guidelines**

The Lead Enrollment Specialist must adhere to:



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- Indian Health Service Federal Purchased & Referred Care regulations for eligibility determination.
- Social Security Administration and Medicare regulations for Medicare enrollment and reimbursements.
- IRS Code 139E and the Tribal General Welfare Exclusions Act of 2014 for sponsorship/reimbursement guidelines.
- Affordable Care Act of 2010 and the Indian Health Care Improvement Act of 2010 for Healthcare.gov enrollment policies.
- Annual updates to healthcare plans and training requirements through CMS, Cover Montana, and other training resources.

#### **Complexity**

This position requires the ability to analyze multiple eligibility criteria, navigate federal and tribal regulations, and make informed decisions regarding healthcare sponsorship and reimbursement. The Lead Enrollment Specialist must also provide ongoing training and support to Enrollment Specialists, troubleshoot issues with insurance companies and applicants, and recommend process improvements.

#### **Scope and Effect**

The Lead Enrollment Specialist plays a critical role in ensuring eligible individuals have access to healthcare coverage, reducing the financial burden on the Indian Health Service, and supporting the Tribes' commitment to improving healthcare access for the community.

#### **Working Environment and Physical Demands:**

- Primarily office-based.
- Frequent use of a computer and other office equipment.
- Some travel may be required for community outreach events.
- Must be able to sit for long periods, occasionally lifting up to 50 lbs.
- May require working evenings, and weekends.

#### **Qualifications:**

##### **Minimum:**

- High school diploma
- Associate's degree in a relevant field.
- Valid driver's license required and must be insurable.
- At least 2 years of experience in health insurance enrollment or in related customer service fields, with 1 year of supervisory experience.
- Successfully pass drug and alcohol tests and criminal background checks.

##### **Preferred:**

- Bachelor's degree in a relevant field.

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- Familiarity with Medicaid, the Health Insurance Marketplace, and tribal health programs.
- Preference will be given to Blackfeet Nation enrolled members or members of a federally recognized tribe; however, all qualified individuals are eligible.

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The Blackfeet Nation is an at-will employer.

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Program Director	Date
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Tribal Health CFO	Date
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