



PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2026-010
JEMEZ HEALTH & HUMAN SERVICES
CASE MANAGEMENT DEPARTMENT
BENEFITS COORDINATOR

Position Title:	Benefits Coordinator	Pay Level:	\$24.00-\$36.00
Position Open Date:	3/4/2026-Until Filled	Classification:	Non-Exempt
Position Status:	Full-Time	Location:	Health & Human Services
Supervisor:	Patient Services Manager		

POSITION SUMMARY:

Provide a full range of services related to patient benefits, contract health, business office, medical records, and clinic administration.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

High school diploma or General Equivalency Diploma (GED); AND four (4) years of office support and administrative experience.

Minimum two years of experience required related to patient benefits administration and/or processing benefits applications for Medicare, Medicaid, BeWellNM (marketplace-private insurance), Social Security Administration (SSI, SSDI, etc.).

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Defines alternate resources available to patient's eligibility for Medicare, Medicaid, BeWellNM (private-insurance) Social Security Administration benefits such as:
 - Retirement, SS Disability, Survivor, Family and Supplemental Security Income (SSI)
- Contacts alternate resource agencies, conducts personal interviews with patient and/or family members to determine potential eligibility for any alternate resources.
- Educate community members on various benefits and eligibility criteria for Medicare, Medicaid, BeWellNM (private-insurance) and Social Security Administration benefits such as;
 - Retirement, SS Disability, Survivor, Family and Supplemental Security Income (SSI)
- Assist patients in filling out online resource applications, appropriate state, tribal and federal benefits including due process, and representatives for due process. Follow up to patients needing re-certification on these alternate resources.
- Advocate on behalf of and in partnership with community members.
- Educate staff of tribal departments and provide technical assistance to assist staff to gain a working knowledge about benefits and increase their confidence and competency.
- Training with NMHCA PEDeterminer PowerPoint presentations.
- Training with BeWellNM Marketplace PowerPoint presentation.
- Serve as a liaison between the community and,
 - Social Security Administration (SSA) local, regional, and central offices.
 - State Disability Determination Service.
 - IHS, tribal health, and community health care providers.
 - State and tribal public assistance offices/staff (including TANF, LIEAP, and Food Stamp benefits.)
 - Veteran's benefits and services at the state and federal level.
 - Patient and outside provider/resource regarding follow up care and eligibility of coverage.
- Obtain from the patient proof of tribal enrollment for medical eligibility benefits. Maintain sufficient health records forms, authorizations or clinic information, eligibility forms and standard forms explaining the patient's rights under the Privacy Act.
- Login and navigate various medical insurance portal, such as Availity, Medicaid, Presbyterian Health Insurance, United Healthcare, Tricare and Novitasphere (CMS) to verify active benefits and eligibility.

- Assist health care and other professional (e.g., education and human services) to understand elements of communication with SSA/DDS and how to respond to individuals with physical and mental disabilities.
- Gather and compile information needed to determine benefits related to health care services for all third-party billing purposes and processes.
- Perform daily interviews to obtain specific demographic and insurance information in a confidential manner.
- Utilize policy resources (paper, internet format) including:
 - SSA Code of Federal Regulations (CFR).
 - SSA Program Operations Manual System (POMS).
 - Medicaid CFR.
 - State Medicaid Policy.
 - TANF CFR.
 - State and/or Tribal TANF policy.
 - Federal and state Food Stamp (FS) policy.
 - VA CFR and policy.
 - HUD CFR, policy, and forms, as necessary.
- Work in coordination with the Pueblo of Jemez Purchase Referred Care (Contract Health Services), Social Services, Vocational Rehabilitation, Behavioral Health, Patient Registration and Senior Center programs.
- Enhance professional growth and development through participation in educational programs, meetings, and workshops.
- Plan and carry out the work of the office and handles problems and deviations in accordance with established instructions, priorities, policies, commitments and program goals of the supervisor and accepted practices in the position.
- Works closely with JHS Care Coordinators charges with Discharge Planning and Registered Nursing services to coordinate medical insurance benefits for proper planning of aftercare services.
- Must have the ability to understand and explain billing methodology and collections.
- Will be required to perform other duties as necessary or in the best interest of the Health and Human Services Department or Pueblo of Jemez programs. Other duties include;
 - Delegation as Head of Department, when supervisor is away from office.
 - Present department policies and procedures to various inter-department supervisors and staff.
 - Serve as an Authorized Official/Speaker during periods of client assistance with outside services.
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams and by reviewing, recommending, and implementing improved policies and procedures.
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

REQUIRED KNOWLEDGE AND SKILLS:

- Standard office administrative and secretarial practices and procedures, including filing and business letter writing.

- Operation of common office equipment, including computer equipment.
- Policies and procedures related to the department to which they are assigned to.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
 - Fluent in the Towa language (Pueblo of Jemez language) is encouraged.
- Business arithmetic, including percentages and decimals.
- Record keeping principles and practices.
- Customer service and public relations methods and practices.
- Computer applications related to assigned duties and activities.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds, in person and over the telephone.
- Knowledge to process data from a variety of medical insurance forms, documents, and reports.
- Knowledge of the IHS Resource and Patient Management System (RPMS).
- Ability to keep abreast current changes in insurance policies, regulations of insurance eligibility, medical terminology.
- Ability to participate in planning, implementation, and improvements of Alternate Resources.
- Knowledge of established procedures, required forms, etc., associated with the various health insurance programs.
- Knowledge of the nature and content of publications, forms, and other guidelines or informational material pertinent to carrying out or coordinating work and specific program activities.
- Knowledge of computer word processing and use appropriate software packages.
 - Word
 - PowerPoint
 - Excel
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Using tact, discretion, initiative, and independent judgment with established guidelines.
- Composing correspondence independently or from brief instructions.
- Organizing and maintaining accurate records and files.
- Making arithmetic calculations with speed and accuracy.
- Operating standard office equipment, including computer equipment.
- Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
- Providing customer services in the most cost effective and efficient manner.
- Using software application related to assigned functions.
- Communicate effectively in oral and written forms.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024

