



# SOPHIE TRETTEVICK INDIAN HEALTH CENTER

## MAKAH TRIBE

### JOB POSTING- March 18, 2026

<b>Job Title</b>	Business Office Manager	<b>Position Number</b>	TBD
<b>Department</b>	Administration	<b>Business Unit</b>	Administration
<b>Work Location</b>	STIHC Admin	<b>Travel Required:</b>	Yes-Occasional
<b>Pay Grade</b>	2M T4	<b>Position Type</b>	Full-Time
<b>Pay Range</b>	\$37.31/hr to \$41.45/hr	<b>Classification</b>	Exempt
<b>Background Tier</b>	Yes	<b>Safety Sensitive</b>	Yes
<b>Supervisor</b>	Chief Financial Officer	<b>Subordinate(s)</b>	Yes

#### JOB SUMMARY

The Business Office Manager is responsible to oversee the Business Office in areas to include but not limited to third party billing, alternate resources and health information management of the Sophie Trettevick Indian Health Center (STIHC); which provides comprehensive health services to eligible Tribal and community members. STIHC provides direct provision of ambulatory and field health care services and in the administration of purchased and referred care for inpatient and other health services not provided directly.

#### ESSENTIAL JOB DUTIES:

- Ensures development, implementation and updating of STIHC policies and procedures regarding alternate resources, patient registration and the Patient Care Component.
- Ensure benefits coordinators are certified as required for implementing the Affordable Care Act. Oversee transition from paper-based to paperless transactions to improve organization efficiencies.
- Oversees the Medicare coverage program for Part B and D and follow up to ensure that people are properly signed up, enter our reimbursement program and ensure they are on the correct prescription plan and provide final approval for selected coverage.
- Oversees and approves recommended coverage through the QHP for patients to ensure optimal coverage.
- Develops, implements, maintains and monitors the Business Office third party billing policy and procedures in support of this multi-disciplinary ambulatory care health center. These policies will include the registration process, eligibility determinations, insurance verification, pre-certification, billing, collections, cash control procedures, posting payments and submission of monthly reports as required.
- Manages the RPMS billing package, A/R package, patient registration package, appointment package, PCC package and EHR in partnership with STIHC IT Specialist and Clinical Application Coordinator.
- Directs and coordinates third party reimbursement program by identifying, tracking, billing and collecting from third party health plan carriers for all billable services that are rendered. May work with contractors to assist with this function.
- Negotiates, maintain and update all third party payer contracts. Establishes and maintains a working relationship with Medicare and Medicaid intermediaries, state and federal agencies and private insurance companies. Ensure that cases of liability are reported to the CEO for submission to the STIHC attorney.
- Educates clinical care service providers, medical records staff, third party billing and Administrative Staff in medical documentation requirements so that STIHC abides by industry standards and captures all third party billing opportunities.
- Coordinates Business Office functions with the CFO for balancing third party revenues. Ensures the revenue cycle is complete to ensure compliance with applicable industry standards, regulation and the law.

- Investigates any irregularities within billing or collections to ensure compliance with acceptable business standards.
- Develops and utilizes a monthly financial report that compiles, analyzes, interprets and represents data necessary to assess and improve revenue cycle performance.
- Prepares monthly denial analytics reports and identify denial trends. Works with the CFO and managers to resolve issues and educate program staff on reasons for denials.
- Prepares a financial database of third party revenue that includes dashboards that track and monitor revenue cycle performance and trends.
- Responsible to develop new clinical services implementation plan to ensure all new clinical services are properly privileged, contracted, required medical documentation, required coding per the approved clinician, new charges added to the billing package so that services are incorporated to the main STIHC clinical services. Ensure there are proper written procedures for referrals, prescriptions and medical records reviews.
- Develops, implements and monitors a comprehensive internal quality control system within the program.
- Conducts quality improvement reports as appropriate based on findings to make proposals for operational changes (policy, procedures, processes, etc.)
- Pharmacy package management for rejected point of sale claims. Troubleshoots pharmacy packages to analyze correct billing processes so bills can be submitted. Works with Chief Pharmacist to ensure prior authorizations are submitted and tracked in a timely manner.
- Directs the Health Information Management Program by developing policies and procedures as needed to provide operations in accordance with local, state, and federal standards, for all health services rendered by the STIHC. Ensures the security of all patient records and the application of HIPAA and Privacy Act
- Provides HIPAA Training, serves as the HIPAA point of contact to investigate all complaints from public or staff
- Prepares electronic medical records meaningful use transactions, payments and submit required reporting.
- Conducts meetings with business office staff, state agencies, providers or insurance representatives to ensure compliance with applicable regulations.
- Serves as the point of contact for ICD10 training for IT staff, business office staff as well as provider staff.
- Other related job duties as assigned.

#### **EDUCATION REQUIRED**

- Bachelor's degree in business, accounting, healthcare administration or related field preferred or any combination of relevant education and experience.
- High school diploma or G.E.D.

#### **MINIMUM RELATED EXPERIENCE**

- Two years of supervisory experience
- Four years of experience in program management, preferably in a tribal government, healthcare, or non-profit organization

#### **REQUIRED LICENSES/CERTIFICATIONS**

- Valid and unrestricted Washington State Driver's License.

#### **KNOWLEDGE OF:**

- Specialized medical terminology
- ICD-10 CM and CPT coding
- Private insurance payment systems, medical records, medical policies and procedures and Medicaid/Medicare reimbursements
- Financial laws and regulations standard to a Tribal Healthcare facility
- Advanced Financial Analysis

- HIPAA regulations, which mandate that the incumbent shall maintain complete confidentiality of all administrative, medical and personal records, and all other pertinent information that comes to his/her attention or knowledge.

**ABLE TO:**

- Maintain confidentiality and communicate with tact and discretion.
- Adhere to IHS policies and regulations on alternative resources, CFR 42-36.21(A) and 23(F).
- Abide by the Privacy Act of 1974 which mandates incumbent shall maintain complete confidentiality of all administrative , medical and personnel records
- Organize, plan, coordinate, and carry-out assigned tasks with accuracy and attention to detail.
- Provide excellent customer service and problem solve effectively.
- Demonstrate leadership and team building.
- Continually learn and utilize a variety of information systems and software.
- Pass pre-employment drug screening and background check(s).

**PHYSICAL REQUIREMENTS:**

Manual and finger dexterity for the operation of personal computer, office machines and routine paperwork. Tolerance to be exposed to computer screen for prolonged periods. Stamina to sit, stand and/or walk for prolonged periods. Mobility to bend, stoop, and/ or climb stairs. Ability to lift objects weighing up to 25 lbs. occasionally. Operate a motor vehicle.

**SPECIAL REQUIREMENTS**

Immunization Requirements: Must be fully immunized against measles, and rubella and provide official documented proof of vaccination prior to employment. Employees are required to provide proof of other immunizations as recommended for healthcare workers by the Centers for Disease Control and Prevention, or of immunity to these diseases. All employees shall have tuberculin (TB) test upon employment and annually thereafter, or have a follow-up plan approved by employee health if there is a positive test

Special Consideration: if you are allergic to any component of the vaccine or have documented history of severe reaction to vaccine or are currently pregnant you may not have to be immunized, however, you are required to provide documentation/proof, in order to be considered for employment.

**APPLICATION PROCESS- submit application with supporting documentation to [hr@stihc.com](mailto:hr@stihc.com) or**

**STIHC Human Resources**

**PO Box 410, Neah Bay, WA 98357**