

# The SHOSHONE-BANNOCK TRIBES

FORT HALL INDIAN RESERVATION  
P.O. Box 306  
Fort Hall, ID 83203



HUMAN RESOURCE DEPARTMENT  
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## JOB ANNOUNCEMENT

**TITLE:** Purchased Referred Care (PRC) Manager  
**DEPARTMENT:** Tribal Health and Human Services (THHS)  
**SALARY:** \$25.04 – \$39.34 G13-17/ S1-3 DOE  
**OPENS:** March 18, 2024  
**CLOSES:** March 29, 2024  
**CAREER STATUS:** EXEMPT – Conditional upon successful 90-day probationary evaluation and annual budget appropriations.

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**Attach ALL supporting documents, including: Tribal enrollment, honorable discharge, educational attainment, professional certification, license, and other relevant documents to verify eligibility for job qualifications and preference. INCOMPLETE APPLICATIONS MAY BE SCREENED OUT.**

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### GENERAL PURPOSE:

The Shoshone-Bannock Tribal Health and Human Services (THHS) Purchased Referred Care (PRC) Manager co-manages the PRC program with the THHS Finance Officer. The PRC program provides payment of last resort for medically necessary outside facility/provider referrals from Not-tsoo Gah-nee Indian Health Center or Shoshone-Bannock Community Health Center providers. The PRC supervisor works in compliance with Federal PRC regulations and Tribal policies to establish, implement, oversee, and update PRC program operations.

The Tribal Health and Human Services department implements continuous quality improvement practices. Professional development is encouraged through a combination of work experience, self-study, formal training, and education. Career advancement is possible when advanced health care professional proficiencies, education, certifications; licensures are acquired and result in service delivery improvements and significant expansion of position responsibilities.

### SUPERVISOR:

Position is supervised and evaluated by the THHS Director.

Supervises and evaluates PRC program personnel as specified in position descriptions, applicable THHS policies, and the Tribal Personnel Manual.

**Purchased Referred Care (PRC) Manager**

## **DUTIES AND RESPONSIBILITIES:**

Position duties require expert proficiency and knowledge of PRC regulations and best management practices which can be acquired through a combination of self-study and participation in PRC training. Supervises compliance with federal PRC regulations and approved Shoshone-Bannock PRC policies and procedures.

Will cross train with each PRC staff person to assess their scope of work and develop written workflow procedures. The assessment can lead to quality improvement processes and/or gaining the ability to fill in as necessary to ensure service delivery during an employee's absence and/or when the program experiences a high volume of referrals.

Reviews and updates PRC operational policies, procedures, and protocols to ensure timely processing of referrals, payment of claims, and to monitor utilization outcomes.

Review and assist with referrals. This involves checking eligibility, checking alternate resources and ensuring appropriate budget for the service.

Works under the direction of the THHS Finance Officer to ensure PRC maintains sound fiscal management practices. Monitors program budget status to determine if PRC service levels need to be restricted due to limited funds.

Works closely with the THHS Director and Finance Officer to review and make management decisions based upon funding projections, reports, relationships with Broker and TPA, budgets, and special projects.

Oversee that all Catastrophic Health Emergency Funds (CHEF) cases are submitted accurately and timely and reporting this information to the THHS Finance Officer. Works with Benefits Coordinator to ensure PRC eligible patients secure required alternate resources to meet regulatory requirements aligned with PRC payer of last resort and/or to ensure the high cost claims qualify for CHEF re-imbusement.

Develops and implements cost savings programs such as insurance sponsorship, PRC/MLR, discounted pharmaceutical pricing, etc. Ensures program applies pricing discounts and cost saving opportunities aligned with the Affordable Care Act (ACA), the Indian Health Care Improvement Act (IHCIA), the Indian Self-Determination and Education Assistance Acts (ISDEAA); and related health care laws applicable to Native Americans.

Prepares and sends out request for proposal (RFP) for the Third Party Administrator (TPA) contract. Maintains the contract and works closely with the TPA who processes the patient claims. Works with Broker to ensure good working relations with TPA.

Negotiate and secure care coordination contracts with specialty medical facilities/providers and local pharmacies. Ensure PRC staff and contractors process services in an efficient manner and provide quality customer services. Ensures the Provider Contract List is updated as needed and distributed to appropriate staff. Implements patient satisfaction systems to measure service delivery outcomes from outside providers.

The position develops and delivers appropriate orientation/training on PRC policy and procedures to individuals and groups who interface with the PRC program, including but not limited to: PRC staff, FHBC, patient/clients, community members, primary medical providers, and members of the Managed Care Committee.

Updates program brochures and resource manual as PRC changes occur. Writes news articles to inform service population about PRC services and procedures.

Issues letters of denial for non-eligible referrals to PRC and informs patients about appeals and/or patient concern processes.

Develop and implement a PRC managed care committee. Chairs the Managed Care Committee (MCC). The MCC reviews, approves, or denies lower-level primary care provider consults to assist PRC effectively managed referrals and ensure they are medically necessary. The MCC will review patient appeals and may uphold or overturn a denial of payment based on medical need and compliance with PRC guidelines.

At least once every three years Coordinates with the THHS Quality Improvement Coordinator to develop, implement, and complete PRC Quality improvement projects. Submits final product to the THHS Quality Improvement coordinator for potential external AAAHC evaluation.

Writes monthly, quarterly, and annual reports, which contain statistical updates following guidelines set by THHS Administration. Presents information to the Fort Hall Business Council as assigned.

Participates with the department's strategic planning processes. Establish long- and short-term program goals and objectives that include timelines for accomplishment. May establish priority projects, goals, and objectives using community assessments, program trends, or funding agency requirements. Serves as a resource person to the Tribal Health Administration in program planning and evaluation utilizing information identified through conducting ongoing evaluation of program services.

Prepares for and maintains AAAHC Accreditation standards within PRC program. May be interviewed during a survey (every 3 years). Is a member of the THHS Executive Committee and is directly involved with AAAHC (Accreditation Association for Ambulatory Health Care) compliance standards and OSHA regulations.

**MAINTAINS STRICT CONFIDENTIALITY OF ALL PROGRAM INFORMATION INCLUDING RECORDS, REPORTS, DOCUMENTS, CONVERSATIONS, ETC.** A breach of confidentiality will be subject to appropriate disciplinary action, up to and including termination from employment.

Responsible for modeling high standards of honesty and integrity in all matters relating to employment with the Shoshone-Bannock Tribes; and, are required as a condition of employment to conduct themselves both on and off the job in a manner that brings credit to the Tribal Government.

Motivates department personnel and peers toward future goals. Monitors and evaluates program performance and accomplishments; assesses overall effectiveness and efficiency and provides appropriate incentives, guidance.

Interfaces with grant agency and Tribal management system personnel to assure programs are managed in compliance with applicable regulations and Tribal Management System policies and operating procedures governing Personnel, Finance, Contracting, Administration, Records, Facilities and Property. Take necessary corrective actions when merited.

Duties and responsibilities will include other activities needed to carry out the THHS department and program functions.

**Demonstrates fully effective to exceptional management performance standards for each evaluation factor including but not limited to:** Quality program planning, reporting, leadership, problem solving,

### **Purchased Referred Care (PRC) Manager**

interpersonal relations, fiscal management, human resource management, team building responsibilities; and,

- Understands and effectively applies PRC laws, regulations, resolutions, and policies.
- Works as a team leader, displays a high level of effort and commitment to the Shoshone-Bannock Tribes service population.
- Provides quality services, shows understanding, friendliness, courtesy, cooperation, and politeness to all job contacts.
- Has a reliable attendance record and is an accountable Manager
- Is pro-active and completes tasks in a timely manner.
- Writes and submits reports in a clear, concise, and timely manner.
- Establishes professional working relationships with all job contacts.
- Projects a professional attitude and appearance.
- Provides quality supervision, management, and direction of program personnel.
- Participates and encourages staff to participate in continuous quality improvement, professional development, course work, and training opportunities to enhance service delivery and career development.
- Implementation of program operating policies, procedures, and protocols.
- Ensures compliance with AAAHC standards: including the design, implementation, completion and evaluation of program Quality Improvement Projects.
- Complete all mandatory THHS required training and quarterly drills.
- Ensures program personnel have complied with the THHS Employee Health Policy and annual immunization schedule.
- Complies with THHS Policy Manual
- Complies with Tribal Management Systems policies and procedures.
- Maintains a secure workstation that protects patient/client information in compliance with THHS information security rules of behavior.

### **CAREER ADVANCEMENTS:**

One-step pay increase for successful completion of medical coding course with completion score of 70% or higher.

One-step pay increase for related CPC National Certification.

### **QUALIFICATIONS:**

The letter of application must demonstrate qualification required to perform the essential duties and responsibilities defined within this job announcement.

The qualification requirements and compensation assignments are progressive and aligned with the following levels of education and experience:

#### **Minimum Educational & Experience Qualifications (Grade 13):**

A high school diploma or GED with six years (6) years related work experience.

Must have related experience implementing and interpreting federal regulations, program policies and procedures.

## **Purchased Referred Care (PRC) Manager**

Must have a combination of education and verifiable work experience that demonstrates management experience with personnel supervision, developing program goals and objectives, administration of contracts, budgeting, and writing program reports.

Must have current business application computer skills including word, excel, and ability to learn electronic systems used to process patient information, payroll hours, employee actions, purchasing, pay invoices, travel, policies, program planning, etc.

**Preferred Education & Experience Qualifications (Grade 14-17 DOE Negotiable):**

Seeking applicants with successful experience interpreting federal regulations and enforcement of internal operating policies and procedures.

Experience with the RPMS system is preferred.

**Grade 17:** A Master's degree in Health Care Administration, Business Management, or related field of study from an accredited institution of higher education; and two (2) years management experience or related experience.

**Grade 16:** A Bachelor degree in Health Care Administration, Business Management or related field of study; and four (4) years management experience or related experience.

**Grade 15:** A Bachelor degree in Health Care Administration, Business Management or related field of study.

**Grade 14:** A Associate degree from an accredited Health Care program, Business Management or related field and related experience.

**Additional Qualifications:**

Must have experience with quality improvement processes and be able to provide examples of such experience.

Applicants considered for a job offer will receive a pre-employment reference check to verify employment history demonstrates creditability, dependability, and exceptional management capabilities. The Tribes will complete a criminal history background check in compliance with job specific requirements. The results must indicate suitability for employment.

Positions that have regular contact or control of children will receive a background check in compliance with the Indian Child Protection and Family Violence Prevention Act (25 CFR Part 63). The adjudication results must be favorable.

**Preferred Knowledge, Skills, and Abilities:**

Current knowledge of the PRC Program regulations  
Knowledge of the Shoshone-Bannock Tribes culture and traditions and/or languages.

Knowledge of the applicable Federal, State, and Tribal laws, statutes rules, regulations pertaining to health care administration and management.

**Purchased Referred Care (PRC) Manager**

Knowledge of the Health Information and Portability and Accountability Act (HIPAA).

Qualified Shoshone-Bannock Tribal Member/Indian and Veterans Preference will apply in compliance with the Shoshone-Bannock Tribes Personnel Policies and Procedures Manual.

### **IMPORTANT APPLICATION CRITERIA**

**Instructions: You must turn in all supporting documents to be eligible for this position you are applying for.**

A complete application must be submitted to the Shoshone-Bannock Tribes Human Resource Department, P.O. Box 306, Fort Hall, Idaho 83203. Applications can be found online at [www.sbtribes.com](http://www.sbtribes.com). Applications can be sent via email to [recruitment@sbtribes.com](mailto:recruitment@sbtribes.com) or faxed to 208-478-3950 and are accepted until 5PM on the closing date.

Submit a copy of all supporting documents to be eligible for the position you are applying for. For example: Driver's License, Tribal ID, High School Diploma/GED, Degree or professional credentials, and other supporting documents that verify required qualifications.

***Telephone calls are not accepted in place of an employment application or letter of interest.***

Applicants who have a current application on file, please submit a letter of interest for each position in which you want to be considered for. The letter should address how you meet each qualification.

Preference will be given to Shoshone-Bannock Tribal member applicants who provide a copy of their tribal enrollment card. Non-enrolled members and other Indian tribal members must provide a Certificate of Indian Blood (CIB) to receive preference.

Preference points will also be given during the interview process to veterans who provide documentation of a DD-214.

Applicants being considered for employment or a political appointment must submit to a pre-employment alcohol and drug screen prior to being hired or appointed. Refusal to take the test will render the applicant ineligible for employment or political appointment.

The Shoshone-Bannock Tribes will conduct an employment background check on new employees to ensure suitability for the position applied for.