San Pasqual Economic Development Corporation
Job Vacancy

Position Title: Patient Benefit Coordinator	**Posting Date: 10/22/2026**
Position Reports to: Clinic Administrator	**Employment Category: Full-Time/Non-Exempt**
Salary: Commensurate with Experience	**Closing Date: Until Filled**

POSITION SUMMARY

The Patient Benefits Coordinator is responsible for assisting patients with identifying, applying for, and maintaining eligibility for healthcare coverage, government assistance programs, and other available benefits and resources at the San Pasqual Health Clinic. Responsibilities include conducting patient eligibility screenings, verifying insurance coverage, assisting with benefit applications and renewals, and providing guidance regarding Medicare, Medi-Cal, Covered California, and other applicable healthcare assistance programs. This position serves as a liaison between patients, healthcare providers, government agencies, and community organizations to facilitate access to available benefits and services. The Patient Benefits Coordinator works collaboratively with clinic staff to support accurate patient registration, insurance verification, and efficient clinic operations while maintaining patient confidentiality in accordance with applicable laws, regulations, and established San Pasqual Health Clinic policies and procedures.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Assists patients in identifying, applying for, and maintaining eligibility for healthcare coverage, government assistance programs, and other available benefits and resources.
- Conducts patient interviews and eligibility screenings to identify existing insurance coverage and determine potential eligibility for alternative healthcare resources and financial assistance programs.
- Provides information, guidance, and assistance to patients regarding Medicare, Medi-Cal, Covered California, Department of Veterans Affairs (VA) benefits, and other applicable federal, state, Tribal, and community assistance programs.
- Assists Native American patients in understanding and accessing healthcare benefits and resources available through Indian Health Service (IHS), Tribal health programs, and other applicable healthcare programs.
- Assists patients and families with completing, reviewing, and submitting applications for healthcare coverage, benefits enrollment, renewals, and other assistance programs.
- Collects, reviews, and verifies required eligibility documentation, including identification, income verification, insurance information, medical documentation, and other supporting records, ensuring accuracy, completeness, and required signatures.
- Coordinates with government agencies, insurance providers, Tribal departments, and community organizations to verify patient eligibility, resolve application issues, and facilitate access to available benefits.

- Works collaboratively with patient registration, medical receptionists, healthcare providers, social services, billing personnel, and other clinic staff to identify patients who may qualify for additional healthcare coverage or assistance.
- Communicates with the Social Security Administration (SSA), California Department of Health Care Services (DHCS), county social services agencies, and other appropriate organizations to assist patients with eligibility verification and benefit-related matters.
- Explains healthcare coverage options, eligibility requirements, enrollment procedures, renewal deadlines, and applicable program rules and regulations to patients and their families.
- Monitors pending applications, assists with benefit renewals and changes in eligibility, and follows up with patients and appropriate agencies to resolve issues, ensure timely processing, and help prevent interruptions in healthcare coverage.
- Maintains accurate and confidential patient records, including eligibility information, application status, insurance coverage, and benefit documentation, utilizing the clinic's electronic health record (EHR) system and other applicable databases.
- Maintains organized electronic and physical records in accordance with established clinic procedures, records retention requirements, and applicable confidentiality standards.
- Researches and resolves missing, incomplete, or inaccurate applications, eligibility records, and benefit-related documentation.
- Educates patients regarding available healthcare resources and advocates for appropriate access to benefits and services.
- Maintains current knowledge of healthcare assistance programs, eligibility requirements, enrollment procedures, and changes in applicable federal, state, and Tribal regulations.
- Ensures compliance with applicable patient privacy and confidentiality requirements, including the Health Insurance Portability and Accountability Act (HIPAA), patient rights, and established Tribal Health Clinic policies and procedures.
- Coordinates with clinic billing and registration personnel to verify third-party insurance coverage, identify available reimbursement sources, and support accurate patient billing and revenue recovery in accordance with applicable Tribal and healthcare program requirements.
- Utilizes electronic health record systems, spreadsheets, word processing software, and other office applications to maintain accurate records, prepare reports, and support daily operations.
- Participates in required training, staff meetings, and quality improvement activities.

Note: Nothing in this job posting restricts management's right to assign or reassign applicable duties and responsibilities for this position at any time.

QUALIFICATIONS, SKILLS, AND EXPERIENCE

REQUIRED EDUCATION AND EXPERIENCE:

- Associate's degree in social services, healthcare administration, public Health, or a closely related field and a minimum of one (1) year of related experience; or three (3) years of related experience in healthcare benefits coordination, patient eligibility, insurance enrollment, social services, or a closely related field; or an equivalent combination of education, training, and experience.
- Must possess a valid state driver's license.
- Must successfully pass a comprehensive background investigation, including a Public Law 101-630 background investigation, as applicable, and pre-employment and random drug testing in accordance with Tribal policy.

- Must not be excluded, suspended, debarred, or otherwise ineligible to participate in federal healthcare programs, as verified through the U.S. Department of Health and Human Services Office of Inspector General (OIG) List of Excluded Individuals/Entities (LEIE) and the applicable federal exclusion and debarment databases.
- Must obtain applicable Covered California Certified Enrollment Counselor (CEC) certification or other required enrollment assistance certification within one (1) year of hire, if required for assigned duties, and maintain certification throughout employment.

REQUIRED KNOWLEDGE, SKILLS, AND COMPETENCIES

- Knowledge of healthcare insurance programs, patient eligibility requirements, and benefits enrollment procedures, including Medicare, Medi-Cal, Covered California, and other applicable assistance programs.
- Knowledge of healthcare eligibility verification, insurance enrollment, and benefits coordination procedures.
- Knowledge of applicable patient privacy and confidentiality requirements, including HIPAA and established San Pasqual Health Clinic policies and procedures.
- Ability to assist patients with completing healthcare coverage applications, eligibility verification, enrollment, and renewal processes.
- Ability to interpret and explain healthcare benefits, eligibility requirements, and program guidelines to patients and their families.
- Ability to collect, review, and verify patient information and supporting documentation for accuracy and completeness.
- Ability to maintain accurate, complete, organized, and confidential patient records and benefit documentation.
- Ability to operate electronic health record (EHR) systems, Microsoft Office applications, and standard office equipment.
- Strong organizational skills, attention to detail, and ability to manage multiple priorities and meet established deadlines.
- Excellent verbal and written communication skills, with the ability to communicate effectively with patients, families, healthcare providers, government agencies, and clinic personnel.
- Ability to provide professional, compassionate, and culturally sensitive services to patients from diverse backgrounds.
- Ability to work independently and collaboratively with healthcare providers, administrative personnel, and community organizations.
- Ability to exercise sound judgment, maintain confidentiality, and resolve patient eligibility and benefit-related concerns professionally.

PREFERRED KNOWLEDGE, SKILLS, AND COMPETENCIES:

- Bachelor's degree in social services, healthcare administration, public health, or a closely related field.
- Experience working in a Tribal healthcare facility, community health clinic, or outpatient healthcare setting.
- Experience assisting patients with Medicare, Medi-Cal, Covered California, and other healthcare benefits or assistance programs.
- Experience with healthcare eligibility verification, insurance enrollment, and benefits coordination.
- Knowledge of Indian Health Service (IHS), Tribal health programs, and healthcare resources available to Native American patients.

- Knowledge of Native American cultures and culturally appropriate healthcare delivery.
- Experience working with Tribal health programs, Tribal governments, or Native American communities.
- Experience utilizing electronic health record (EHR) systems and healthcare eligibility or enrollment databases.
- Experience working in a community health clinic, Tribal healthcare facility, or outpatient pharmacy.
- Knowledge of Native American cultures and culturally appropriate healthcare delivery.
- Experience working with Tribal health programs, Tribal governments, or Native American communities.

WORK ENVIRONMENT

- Work is primarily performed in a healthcare clinic and administrative office setting.
- Requires frequent interaction with patients, families, healthcare providers, government agencies, and other clinic personnel.
- May be exposed to infectious diseases, bloodborne pathogens, airborne particles, cleaning chemicals, and other potential workplace hazards.
- May encounter emotionally stressful situations and patients experiencing financial hardship, medical concerns, or emotional distress.
- Must follow established safety protocols, infection prevention and control procedures, and proper use of personal protective equipment (PPE), as applicable.
- The noise level in the work environment is generally moderate.

PHYSICAL REQUIREMENTS

- Must be able to stand, walk, and sit for extended periods of time.
- Must be able to frequently use hands and fingers to operate computers, keyboards, telephones, and other standard office equipment.
- Must be able to occasionally bend, stoop, kneel, crouch, and reach with hands and arms.
- Must be able to occasionally lift and/or move up to twenty-five (25) pounds, with or without reasonable accommodation.
- Must have sufficient visual ability to read patient records, insurance documents, eligibility forms, and computer screens accurately.

Individuals interested in applying for this position may submit their resume by email to hr@sanpasqualtribe.org or apply in person at 16400 Kumeyaay Way, Valley Center, CA 92082.

In accordance with the San Pasqual Band of Mission Indians' Policies and Procedures, preference in hiring, transfers, and promotions shall be given to qualified applicants in the following order: 1. San Pasqual Band of Mission Indians Tribal Members. 2. Spouse of an enrolled Tribal Member who contributes to the household 3. San Pasqual Band of Mission Indians Lineal Descendants. 4. Other Native Americans 5. Non-Native Americans