

Intake Specialist



Pine Technical &
Community College
Community Job Board

COMPANY NAME

Mille Lacs Band of Ojibwe , Onamia, MN

DESCRIPTION

The Intake Specialist position with the Mille Lacs Band of Ojibwe Circle of Health program is responsible for initiating and managing enrollment for band members and their families who need assistance with health insurance costs such as premiums, copays, and deductibles. This role conducts one-on-one intake sessions to build trust, gather required documentation, and ensure accurate and complete enrollment records. The Intake Specialist reviews and approves enrollment forms according to program guidelines and works closely with Claims Processors and Benefits Coordinators to ensure eligibility information is complete and properly documented. Responsibilities include processing enrollment forms and denial actions within set timelines, managing eligibility status changes, maintaining logs and correspondence in the ACT system, and supporting members in navigating Medicare, Medicaid, and other insurance resources. The position also involves assisting with office support tasks and ensuring compliance with HIPAA and data privacy regulations. Strong communication, organization, and cultural competency are essential.

QUALIFICATIONS

- Two years of post-secondary education (required)
- Three years of experience in health insurance billing, claims processing, enrollment, or HR benefits
- Three years of experience working with Native American communities or diverse populations
- Three years of case management experience
- Knowledge of Medicare, Medicaid, and private insurance eligibility rules
- Proficiency in Microsoft Office (Word, spreadsheets, etc.)
- Basic Windows computer skills
- Strong written and verbal communication skills
- Strong interpersonal and organizational skills
- Ability to interpret and apply federal, state, and tribal regulations/policies
- Ability to maintain strict confidentiality (HIPAA, Data Privacy Act, IT security policies)
- Ability to process enrollment/denials within required timelines
- Ability to work collaboratively with staff and external agencies

CONTACT INFORMATION

Mille Lacs Band of Ojibwe HR Generalist
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