



BLACKFEET NATION
BLACKFEET TRIBAL HEALTH SYSTEM
TSHIP Lead Enrollment Specialist

Position:	Lead Enrollment Specialist
Division:	Blackfeet Tribal Health System
Department:	T-SHIP
Reports To:	Program Director
Location:	Blackfeet Tribal Health
Healthcare Provider Classification	Administrative – Non-Healthcare Provider
FLSA Classification	Exempt/Full Time
Classification:	Staff/Not Security Sensitive
Effective Date:	09/20/2024
Revised Date:	09/20/2024

Summary:

The Lead Enrollment Specialist will supervise a team of enrollment specialists in the Tribal Sponsorship Insurance Program (T-SHIP). This role involves conducting public outreach, ensuring accurate enrollment into health insurance programs, and verifying third-party payer information. In addition to ensuring culturally appropriate services, the Lead Enrollment Specialist will oversee team operations, manage compliance, and provide mentorship to new staff. Responsibilities include managing relationships with applicants and community members, ensuring follow-up, and reporting to program management.

Essential Responsibilities and Duties:

1. Supervise a team of enrollment specialists, assigning tasks, monitoring performance, and ensuring efficient operations.
2. Conduct public education to raise awareness about T-SHIP and enroll eligible individuals in health insurance programs like Medicaid and the Federal Marketplace.
3. Provide training and mentorship to the enrollment team, maintaining certifications and compliance with Healthcare.gov and tribal health guidelines.
4. Build and maintain strong relationships with applicants, families, and stakeholders to ensure effective service delivery.
5. Manage team performance by conducting regular evaluations, tracking progress, and ensuring accurate documentation of all interactions.
6. Implement new processes to improve program efficiency and ensure timely follow-up with applicants.
7. Serve as a resource for resolving complex enrollment issues and ensuring compliance with privacy and health information regulations.
8. Lead community outreach efforts, including health fairs and educational booths, to increase program visibility.

Relationships and Authority:

The Lead Enrollment Specialist will work closely with the TSHIP director, Financial Policy Analyst and supervise and mentor a team of enrollment specialists. This position will collaborate with government agencies, community partners, and internal departments to meet strategic program goals. They will ensure that all staff members follow the program's performance standards, policies, and procedures.

Working Environment and Physical Demands:

- Primarily office-based with some remote work as needed.
- Frequent use of a computer and other office equipment.
- Some travel may be required for community outreach events.
- Must be able to sit for long periods, occasionally lifting up to 50 lbs.
- May require working evenings, weekends, and holidays.

Qualifications:

Minimum:

- High school diploma or equivalent required.
- Valid driver's license required and must be insurable.
- At least 2 years of experience in health insurance enrollment or in related customer service fields, with 1 year of supervisory experience.
- Successfully pass drug and alcohol tests and criminal background checks.

Preferred:

- Associate's or Bachelor's degree in a relevant field.
- Familiarity with Medicaid, the Health Insurance Marketplace, and tribal health programs.
- Preference will be given to Blackfeet Nation enrolled members or members of a federally recognized tribe; however, all qualified individuals are eligible.

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The Blackfeet Nation is an at-will employer.

Your signature below identifies you have read, understand and agree to perform the essential job skills, duties, responsibilities and physical demands of this position in a manner as described in this document.