



**Job Title:** Eligibility Access Specialist

**Reports To:** Registered Nurse or appointed designee

**Written By:** G. Amavizca

**Position Status:** Full Time Regular, Exempt

**Date:** February 2012

**Position Summary:** Provide eligibility and intake support services to ensure continued health care coverage and health access to children and adults.

**OSHA Information:**

1._50_% Standing	4._5_% Bending	7._60_% Repetitive Motion
2._50_% Sitting	5._30_% Light Lifting (<15lbs)	8._5_% Pushing
3._10_% Squatting	6._5_% Heavy Lifting (15<)	9._5_% Pulling

**Job Responsibilities & Duties:**

1. Determine patient eligibility for appropriate government sponsored programs.
2. Verifies eligibility for medical insurance benefits for all clinic patients.
3. Provides follow-up on all pending applications to ensure enrollment process is complete.
4. Maintains a policies and procedures manual that includes a user's guide for referrals, including physicians, in all specialty areas for children and adults.
5. Assists directors and staff to collect data, track outcomes, and support strategic planning processes. Assists with developing, editing, producing and disseminating products and reports including: policies and procedures, public outreach materials, project reports and presentations and other project information and communication.
6. Develop and maintain databases to support outreach activities including databases to collect information, survey results and other information to meet project needs.
7. Maintains the privacy and security of protected health information, the confidentiality of all information and conducts all aspects of patient care in an ethical and professional manner in accordance with federal, state rules and regulations.

## **Job Skills & Requirements:**

1. Knowledge of eligibility requirements and application process of all government sponsored health insurance programs. One year of directly-related experience required, experience in medical/healthcare environment preferred.
2. Demonstrated "detail approach" to all administrative and organizational duties. Ability to take initiative to identify and propose new tasks and procedures.
3. Compassionate behavior, i.e., treating people with dignity, respect, compassion and integrity at all times.
4. A pleasant personality to people you are speaking with over the telephone, visitors, and company personnel.
5. The ability to act and think promptly and professionally.
6. Ability to foster a safe environment where people will feel comfortable to share private pertinent information for effective treatment.
7. Demonstrated self-motivation, confidentiality, and flexibility within all areas of responsibility.
8. High School diploma or equivalent, Associate's Degree or certificate in a related field preferred.
9. Excellent interpersonal communication skills.
10. Excellent verbal and written communication skills. Must be bilingual in English and Spanish
11. Good written communication skills.
12. Legible handwriting skills.
13. Maintains an acceptable driving record (in accordance with our insurance carrier, less than 2 DMV points on driving record).
14. Proficiency with Windows, Microsoft Office (Word, Excel, Outlook, PowerPoint, Internet Explorer) including the ability to utilize electronic medical records database and reporting functions.
15. Ability to recognize and maintain confidentiality of information as appropriate.
16. Regular timely attendance.
17. Ability to travel to work sites as required. May be required to provide eligibility access support within the clinic as well as assisting our mobile outreach clinics as needed.

## **Dress:**

Professional casual dress code is required. If any questions arise as to what is appropriate, speak with your immediate supervisor.

**I have read and received a copy of my job description.** I understand this overrides anything I have been given or told in the past. I further understand that I am expected to perform the job skills and requirements listed above and if I have any questions concerning what is expected of me, I will speak with my immediate supervisor.

---

Employee

---

Date