

Eligibility Specialist & Patient Representative | Certified Application Counselor

Desert Senita Community Healthcare is seeking an Eligibility Specialist to join our team. Desert Senita Community Healthcare is a Federally Qualified Community Health Center (FQHC), with 2 sites in Ajo and Arizona City.

PURPOSE

Under the direction of the Outreach Manager, the Eligibility Specialist is responsible for assisting patients with DSCHC, State, and Federal programs; coordinating, presenting, and promoting outreach, education, enrollment, and retention services for a variety of healthcare and nutrition programs; and assisting patients with discount and insurance programs. This position requires extensive individual contact with patients at our health centers.

ESSENTIAL FUNCTIONS

- Conducts one-on-one screenings and assists consumers with benefits coordination to determine eligibility for programs such as, but not limited to, DSCHC's Sliding Fee Discount Program, AHCCCS Programs, and Marketplace Insurance.
- Reviews and processes applications and uploads supporting documents into NextGen/QSI. Makes outreach inquiries of individuals and families to elicit information to verify and/or support applications. Clarifies incomplete or unclear information/documentation. Explains rules, regulations, procedures, and responsibilities to individuals and families. Informs applicants of additional documentation needed, where appropriate. Contacts collateral sources as needed to confirm information.
- Verifies and updates patient demographics and insurance information and inputs changes into the electronic medical records.
- Requests documentation from clients to recertify for eligibility programs, as mandated by program rules, and ensures timely issuance of benefits.
- Educates consumers, community members, and co-workers on programs, including Medicare, program updates, and eligibility requirements.
- Provides community resource referrals, as needed.
- Organizes and develops an electronic system for records and case files for the eligibility programs and participates in audits, as requested.
- Complies with all program-related, department, and health center regulations and safety standards.
- Provides excellent customer service and teamwork; answering phones and routing calls, as appropriate, to correct department.
- Greets and checks-in patients.
- Collects co-pays/fees and payments for services provided.
- Maintains/balances cash box daily; creates and closes batches.
- Attends meetings as requested.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Required Education

- High school diploma or equivalent

Additional Requirements

- Excellent customer service skills
- Strong time management and organizational skills, including the ability to multi-task and pay attention to detail
- Strong communication skills, both verbal and written
- Strong computer skills
- Bilingual/Translation abilities (Spanish) preferred

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Air-conditioned office
- Considerable work on desktop computer
- Frequent interruptions in routine
- Considerable sitting required
- Some infrequent travel required

This is a general description of the kinds of duties and responsibilities that are performed by employees who have this title. It shall not be construed as an all-inclusive determination of the specific duties and responsibilities of any particular position. It is not intended in any way to limit the right of any supervisor to assign, direct and control the work of employees under his/her supervision.

In any organization or job, changes take place over time. Although an effort will be made to keep job-related information current, this is not an all-inclusive list of job responsibilities. Ajo Community Health Center, d.b.a. Desert Senita Community Health Center reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

Desert Senita Community Health Center (DSCHC) will recruit, hire, train, and promote persons in all job titles without regard to age, color, disability, gender (including gender identity), marital status, national origin, race, religion, sex, sexual orientation, veteran status, or other status protected by applicable law. In addition, all personnel actions such as compensation, promotion, demotion, benefits, transfers, staff reductions, terminations, reinstatement and rehire, company-sponsored training, education and tuition assistance, and social and recreational programs will be administered in accordance with the principles of equal employment opportunity.