



Central
Neighborhood
Health
Foundation

Dedicated to caring for our community since 1967.

Job Description Certified Enrollment Counselor/Outreach

Department: Health Center
Reports to: Clinic Manager

FSLA Status: Exempt
Date:

INTRODUCTION:

Central Neighborhood Health Foundation is a Federally Qualified Healthcare Center committed to the Triple Aim as described by the Institute for Healthcare Improvement.

Improving the US Health Care System requires simultaneous pursuit of three aims: 1) improving the experience of care, 2) improving the health of populations and 3) reducing per capita costs of health care. Preconditions for this include the enrollment of an identified population, a commitment to universality for its members, and the existence of an organization (an "integrator") that accepts responsibility for all three aims for that population.

SUMMARY

Upholds and supports the philosophy, objectives and policies of the office under the direction of the office manager and physician(s).

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following functions.

- Must be certified with Covered California
- Bilingual Spanish speaking preferred
- Pleasant and sensitive to the needs of the patients
- Enroll patients in Covered California marketplace
- Enroll patients for MediCal
- Enroll patients for My Health LA (MHLA) & County programs
- Assist patients to submit health options and medical choice forms
- Call health plan for Primary Care Physician (PCP) changes
- Educate and advise patients on available insurance and plans
- Monitor and control Transportation spreadsheet
- Schedule patients for transportation to ER, to and from doctor appointments and to the pharmacy
- Provide tokens for patients when requested

Job Description
Certified Enrollment Counselor/Care Agent

- Provide assistance to patients for transportation through their insurance
- Conduct outreach to increase patients roster
- Submit weekly reports regarding enrollments completed
- Assist patients with available resources regarding housing and/or employment in an effort to meet their specific needs

QUALIFICATIONS

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High School Diploma or equivalent
- 1 Year Experience in a medical office preferred
- CPR Certification preferred

WORK ENVIRONMENT

Described here are requirements that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

**Job Description
Certified Enrollment Counselor/Care Agent**

CONFIDENTIALITY

Maintains patient, employee and Foundation confidentiality at all times, discussing patient or employee business only with appropriate parties who have a bona fide need to know; and communicating only the minimum amount of information necessary with respect to protected health information (PHI) as defined by the Health Insurance Portability and Accounting Act of 1996 (HIPAA).

- 1. AGREEMENT AND ACCEPTANCE**

- 2. I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH AND WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.**

Employee Signature

Date

Print Name

CEO Signature

Date