

# Job Announcement



**Department:** Medical Clinic

**Position Title:** Patient Benefits Counselor (Managed Care)

**Supervises:** None

**FLSA:** Non-Exempt

**Reports To:** Managed Care Manager

**Effective Date:** 09/16

**Written by:** Human Resources Department

**Approved by:** CEO

**Mission Statement:** It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

## **General Summary:**

The Patient Benefits Counselor will provide education and enrollment assistance to patients, in obtaining health benefits, as well as, maximizing retention and utilization of managed care lives. This position actively educates patients about benefit programs, communicates available programs to eligible patients/members, and enrolls patients in elected programs. It will be the responsibility of the Patients Benefits Counselor to help patients navigate and access community services and other resources available to them in the community.

## **Summary of Essential Duties:**

- Enrolls qualified patients into IPA Health Plans
- Complete assessments and referring patients to the appropriate programs and resources
- Assists patients in obtaining health benefits (i.e. Medi-Cal, Healthy Families, Healthy Kids, AIM, Medicare, Private Insurance, etc.)
- Follow-ups on status of enrollment application
- Assists patients in retaining their benefits
- Adheres to State Health plans rules and regulation for enrollments
- Provides Community Outreach
- Maintains working relationships with clients/patients, employees and IPA Health Plans
- Participates in community events such as health fairs and other community events
- Travel 25% from clinic to clinic
- Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics
- Represents SCFHC in a positive, professional, responsible manner to staff, providers, case managers, and team members

**Job Specifications:** *(Knowledge, skills, abilities and experience normally required for competent performance)*

## **Education and Knowledge**

- High School Diploma or equivalent
- Demonstrate knowledge of safety, infection control & emergency policies and procedures

## **Experience**

- Computer experience required
- A minimum 1-year patient enrollment experience

## **Skills and Abilities**

- Must have excellent phone, communication, and excellent customer service skills

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- Must work well in a fast-paced environment
- Bilingual/bi literate English/Spanish preferred

## **Licensure and Certifications**

- Current drivers' license and auto insurance
- CAA Certified Preferred
- CEC Certified Preferred

**Deadline: Open until filled**

**TO APPLY: Send cover letter & resume to Human Resources at [hr@scfhc.org](mailto:hr@scfhc.org) or fax to (323) 432-4877**

**PLEASE VISIT: <https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>**