



Position Description

Job Title:	Eligibility Specialist	Department:	Client Service
Reports to:	Eligibility Service Supervisor	Supervises:	N/A
FLSA Status:	Non-Exempt	Revised on:	4/27/2023
Salary Range	Hourly: \$20 - \$25		

I. Job Summary

Under the direct supervision of Eligibility Service Supervisor, the Eligibility Specialist will conduct eligibility screening activities and provide enrollment assistance to customers to enroll in government and/or health care marketplace programs, to provide advocacy services and education to the community regarding government health care programs.

II. Essential Functions

A. Duties and Responsibilities

1. Provide one-to-one education regarding available government and privately-sponsored health insurance programs to potentially eligible patients.
2. Assist qualified patients to enroll in programs such as CoveredCA, My Health LA, Medi-Cal, BCCTP, EWC, and CHDP, but also retain and utilize their healthcare coverage successfully.
3. Serve as liaison between patients and health insurance programs to support completion of documentation, and provision of necessary information.
4. Assist patients in utilization of health care benefits, navigation of managed care system, provide assistance accessing services, change PCP, and complete annual re-determination forms.
5. Conduct follow-up contacts with patients to ensure successful completion of enrollment process, and of enrollment maintenance.
6. Maintain current knowledge base regarding insurance terminology such as benefits, co-pays, health plan network – and disseminate information regarding any changes.
7. Worked closely with the Front Desk Receptionist to resolve patients’ insurance issues.
8. Conduct outreach events for Covered CA related topics in the community using English/Cantonese/Mandarin/Spanish/Vietnamese.
9. Track enrollment progress and general data reports.
10. Other duties as assigned.

B. Staff Development

1. Attend staff/department and external agency meetings.
2. Participate in staff training as arranged by the corporation.

III. Organization Expectation

1. Adheres to all HCHC’s Policies and Procedures.
2. Conducts self in a manner that represents HCHC’s core values at all times.
3. Maintains a positive, respectful and professional attitude with all work-related contacts.
4. Communicates regularly with the staff about work concerns.
5. Meets productivity standards and performs duties as workload necessitates.

IV. Education/License/Certification:

1. Must obtain CEC certification (will provide training).

V. Skills and Specifications:

1. Fluent in Bilingual English and Cantonese/Mandarin/Vietnamese/Spanish preferred.
2. Knowledge of public health principles/practices and different programs preferred.
3. Excellent interpersonal and written communication skills required; ability to relate and communicate well with a diverse patient population.
4. Ability to demonstrate strong organization skills, detailed-oriented, ability to multi-task. Must be able to work well in a past paced and customer driven environment.
5. Flexibility with work schedules and sites required.
6. Ability to work individually and within a team setting.
7. Proficient in operating a PC based computer system and basic office software.
8. Current California driver's license and State-required insurance when using personal vehicle on Clinic business and a driving record acceptable to the organization and/or insurance carrier.

VI. Physical Requirement

1. Physical effort which may include occasional light lifting to a 25-pound limit, and some bending, stooping or squatting. Considerable walking may be involved. The ability to sit or stand for extended periods of time is required.
2. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
3. While performing the duties of this job, the employee may be required to travel to all HCHC facilities and other location within Los Angeles County as needed.

Acknowledgement:

I have been given a copy of this position description. I understand that I may be asked to perform job-related duties not listed in the description and that my duties may change at any time, according to the HCHC's needs. Nothing in this position description is intended to create a contract of employment of any type. Employment is strictly on an at-will basis.

Name of Employee

Signature

Date