

**COMPREHENSIVE COMMUNITY HEALTH CENTERS, INC.**  
**JOB DESCRIPTION**

**EFFECTIVE DATE: April 30, 2018**

**POSITION: ELIGIBILITY WORKER**  
**REPORTS TO: OUTREACH AND ENROLLMENT PROGRAM COORDINATOR**  
**FLSA STATUS: NON-EXEMPT**

**JOB SUMMARY**

The Eligibility Worker (EW) is responsible for providing CCHC patients with information and assistance regarding enrollment in public and private health insurance and serve as a resource for all patients inquiring about CCHC enrollment services and other public assistance programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Assist patients in understanding options for health insurance coverage through the Affordable Care Act and state and local public health assistance programs.
- Educate patients regarding health coverage options and associated benefits
- Assist patients in the enrollment process by completing all necessary forms and obtaining all necessary documents; conducts eligibility determination and enrollment in Medi-Cal, other public health assistance programs, and California's Health Benefits Exchange.
- Interview people of diverse socioeconomic backgrounds and temperaments using a variety of standard interview and interaction techniques in person and by telephone.
- Assist and educate patients in utilizing health insurance and resources, including scheduling medical appointments.
- Provide patients with post health insurance enrollment support.
- Recall existing patients in need of public or private health insurance coverage by generating reports from CCHC's electronic Practice Management System.
- Gather information, collect data, and evaluate information for accuracy and consistency; report data to immediate supervisor.
- Participate in all required State and Federal trainings.
- Adhere to HIPAA guidelines.
- Conduct community outreach on behalf of CCHC promoting all clinic services and programs as needed and upon request.
- Advocate for patients and community participants' rights, health, and well-being; encourage participants to advocate for their own health.
- Participate in monthly Enrollment Department meetings.

**EDUCATION AND EXPERIENCE**

- High school diploma / Associate degree or equivalent required. Bachelor's degree preferred.

- 3+ years of experience working in related field
- Proficient in Microsoft Office applications (Word, Excel, and Outlook)

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to find solutions when barriers are identified.
- Strong documentation skills.
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
- Experience and work ethics that supports working within a high functioning, team-oriented environment.
- Demonstrates a willingness and ability to work under supervision.
- Ability to develop and maintain good working relationships with staff.
- Ability to use computer and learn new software programs.
- Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
- Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
- Possesses ability to communicate effectively, both verbally and in writing.
- Possesses genuine respect for others and acceptance of their individual social and cultural traits.
- Proficient knowledge of Microsoft Outlook.
- Able to travel and attend professional meetings, conferences, trainings and clinic sites.
- Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
- Performs other related duties as assigned.

### **PHYSICAL DEMANDS**

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

**NOTE:** The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others

I acknowledge and agree to the terms of the job description:

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature