

**T.H.E. CLINIC, INC**  
**JOB DESCRIPTION**

*POSITION:*                   **RETENTION SPECIALIST**  
*DEPARTMENT:*           Operations  
*STATUS:*                    Full Time, Non-Exempt

**POSITION SUMMARY:**

Under the supervision of the Patient Services Manager, Retention Specialist will be in constant contact with all T.H.E. Clinic Members regarding their eligibility status. Primary function is to assist the patients with appointments for the purposes of retaining their membership with T.H.E. Health and Wellness Centers.

**Essential Duties and Responsibilities:**

- Achieve and maintain successful enrollment, retention of eligibility, and retention of patients, and meet productivity goals.
- Attend meetings pertaining to Enrollment and Retention.
- Provide monthly report including a narrative on services provided and progress made; a quantitative report on enrollment numbers reached per month, and all other program activities assigned to measure productivity.
- Serve as a back up to Patient Services department with scheduling appointments (**Call Center**)
- Retain/Assist those patients who are assigned to T.H.E.
- Contact patients to make IHA appointment
- Contact pending and redetermination cases to assist patients as needed
- Contact un-enrolled patients for possible re-enrollment
- Other duties as assigned

**Required Education and Qualifications:**

- High School diploma or equivalent required. AA degree, preferred;
- CAA/CEC Certified (with application experience);
- Organizational Skills;
- Minimum three year recent experience in community clinic setting;
- Ability to speak, read, and write fluently in English and Spanish;
- Ability to use basic computer programs;

- Ability to work efficiently, accurately, and with minimum supervision;
- Skilled in time management and able to prioritize;
- Good customer skills.