



Our mission is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles

POSITION DESCRIPTION

POSITION TITLE Benefits Counselor	STATUS Union	EXEMPT STATUS Non-Exempt	PAY RATE
DEPT/LOCATION All Locations		SUPERVISOR'S TITLE Benefits Counselor Manager /Clinic Manager	
<p>POSITION SUMMARY (Briefly describe the position) Provide the following information and assistance regarding health insurance and benefits to elder people, disabled Medicare beneficiaries, and their family, partners, and caregivers. Coordinates and facilitates the enrollment of patients to local, state and county programs.</p> <p>Note: The information in this position description indicates the general nature and level of work performed by employees within this classification. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualification required of employees assigned to this job. Revise 10/01/2014.</p>			
<p>REQUIRED SKILLS AND QUALIFICATIONS</p> <p><i>Education:</i> (Preferred)</p> <ul style="list-style-type: none"> • Certified Application Assistant (CAA Certificate) <p><i>Experience:</i> (Required)</p> <ul style="list-style-type: none"> • Bilingual English/Spanish (Required) • Familiar with Covered CA, Medi-Cal, Medi-Cal for Families and My Health LA • Must have two years CAA experience • EHR- Electronic Health Record (Required) • PMS- Practice Management System (Required) <p><i>Licensure/Certification:</i></p> <ul style="list-style-type: none"> • Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management. <p><i>Other:</i></p> <ul style="list-style-type: none"> • Maintains personal appearance when interacting with patients, staff and physicians. • Must be able to cope in a "fast pace" environment. <p>IMPORTANT NOTE: As a Benefits Counselor Floater, the incumbent is required to travel to different clinic locations, at times without advance notice. While St. John's may assign a BC Floater to a clinic/local area on a regular basis, a change in assignment can happen at any time. BC Floaters are required to respond to the new assignment within the timeframe outlined. No guarantees are made as to permanent placements at a clinic.</p>			
<p>PRINCIPLE ACCOUNTABILITIES. We acknowledge that all employees should have goals and objectives that support the Mission of St. John's and that each should be accountable for personal, team and organizational goals.</p>			
<p>Duties and Responsibilities:</p> <p>Personal-Team-Organization</p> <ul style="list-style-type: none"> • Assists patients in completing applications and forms for private and Med-Cal, as well as other County or State health insurance programs. • Attends champ Net training for Medi-Cal updates, and all other applicable trainings as directed by supervisor. • Attends meetings as required for updates and as directed by supervisor. • Completes production reports, Med-Cal reports, Communication Sheets, PCP changes and tracking, and all other applicable reports. • Coordinates with all state and county programs in an efficient manner. • Creates positive and professional environment—in-person and telephonically, with patients, colleagues, and external relations. • Demonstrates understanding of SJWCFC policies and procedures. • Drafts positive and professional written communication/correspondence as necessary. • Educates patients about health insurance enrollment process and programs. • Electronic Health Record (EHR) inputting prescriptions and patients chart. • Handles Medi-Cal and other renewals on an annual basis (or as proscribed) to retain coverage. • Handles patients who do not qualify with care and empathy. • Keeps up with changes in programs as appropriate. 			

- Practice Management System (PMS) Registration, Scheduling and Billing.
- Processes applications and verifies eligibility during the patient visit.
- Works with clinicians to identify and qualify patients for financial assistance programs.
- Performs other duties as assigned.

MISSION STATEMENT

Our mission is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles.

VISION STATEMENT

The vision of St. John's is to deliver high-quality primary and preventive medical, dental, and mental health services that go beyond the borders of tradition to uninsured, underserved, and economically - disadvantaged persons in Los Angeles. We are devoted to instilling the value of well-being to our communities, resulting in self-advocacy, self-esteem, and self-sustenance through innovative and developmental programs and collaborative endeavors.

COMPANY VALUES

Dignity

We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

Excellence

We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

Well-Being

We promote and advocate for the full integration of our patient's physical and mental health with their needs as an active member of a vibrant and just community.

Social Justice

We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

Commitment to Process Improvement

Employees will make a commitment to the change process and embrace new systems and technology designed to enhance employee skills and improve patient care.

Employees will actively engage in designing, implementing and optimizing new systems for efficient operating.

Employees will be dedicated to a patient-centered medical home model fostering excellence in customer service and patient care.

Employees will provide cross functional support to other employees which means you will be responsible for "other duties as assigned" to pick up the work load and rebalance the work load for continued efficiency in patient care.

Essential Job Functions include the following:

Physical Demands: The physical demands described here are representative of those that be met by an employee to successfully perform the essential functions of this job and include the ability to type and operate a personal computer with various software programs, effectively operate standard office equipment, bend, stoop, crouch, kneel, twist, balance, and work at a desk, lift and carry up to 25 pounds, and communicate (written and oral) in a clear and professional manner.

Mental/Cognitive Demands: Establish and maintain effective work relationships with co-workers and customers, maintain regular attendance, understand and carry out a variety of oral and written instructions, have knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, have the ability to learn office principles, practices, and methods, understand filing systems, including numerical, alphabetical, and chronological, learn a variety of procedures, policies, and services of the assigned work unit or program, perform assigned duties with efficiency and

accuracy and maintain confidentiality.

Competency Definitions

Competencies are metrics used to measure how well you perform your duties and responsibilities on the job. For example one employee may handle X numbers of patients per day but when surveyed, the way the patient was handled or mishandled speaks to competence. Competence is measured on a scale of 1 (low) to 5 (high).

Personal

1 Results Orientation

- Employee takes initiative and sets high goals and consistently achieves goals as assigned.
- Quality of work is accurate and has consistent neatness and detail.
- Quantity of work meets goals and deadlines. Maintains a steady pace under pressure.

2 Decision Making and Problem Solving

- Weighs all facts before making a decision and willing to take action within limits.
- Consults with superiors before taking action. Digests relevant information.
- Anticipates and prevents problems before they get out of hand.

3 Judgment

- Uses sound logic and factual information to analyze situations.
- Knows how to find information relevant to circumstances.
- Can withhold personal feelings and politics when making decisions.

4 Oral and Written Communication

- Is effective in one-on-one and groups situations.
- Can listen and respond appropriately discussing matters.
- Provides professional responses to internal patients and external vendors.

5 Flexibility and Dependability

- Performs effectively when faced with varying operating conditions.
- Punctual, attentive and accepts responsibility for all duties assigned.
- Can adjust quickly to changing environments and demanding situations.

6 Job knowledge and Technical Skills

- Proficient in job knowledge and technical skills required for the position.
- Shows understanding and demonstrates skills as needed.
- Learns new skills and terminology as appropriate in a changing environment.

Team

7 Planning and Organizing

- Schedules time effectively, meets deadlines, to achieve all goals and objectives.
- Plans each day with priorities and accomplishes daily, weekly and monthly goals.
- Demonstrates good time management and strong administrative skills.

8 Supervision

- Accepts corporate mission and objectives and is aligned properly to outcomes.
- Keeps supervisor informed with updates, reports, and changes.
- Supervises with integrity and demonstrates leadership when assigned employees.

9 Teamwork and Developing Others

- Builds teamwork and team spirit among all employees.
- Maintains solid working relationships that support and encourage one another.
- Enforces team concepts over personal bias and individual opinions.

10 Composure

- Maintains composure and objectivity when under pressure.
- Embraces change and new challenges with enthusiasm and energy.
- Handles themselves in a mature and professional manner.

11 Building Relationships

- Maintains rapport with employees, patients and stakeholder.
- Manages conflict constructively to achieve mutually beneficial outcomes.
- Builds consensus and overcomes.

Organization

12 Leadership

- Employee is a positive role model and demonstrates integrity on the job.
- Develops others to maximum capacity for growth and incremental improvement.
- Manages others to win loyalty and commitment.

13 Awareness: Internal and External

- Understands internal corporate culture and can maneuver as required.
- Keeps abreast of new services and changes that affect the business.
- Keeps informed on community, political and legal matters pertaining to St. John's.

14 Quality Control: Improvement of Patient Care and Profitability

- Exceeds patient expectations in providing services to our community.
- Properly matches patient need to appropriate referral service(s).
- Supports St. John's Mission with enthusiasm and in a caring manner.

Acknowledgement: I have read and understand my job description duties and responsibilities, Mission, Vision, Commitment to Process Improvement, and Competency definitions and accept the position as defined.

Employee Signature _____ **Date** _____

Human Resources _____ **Date** _____