

Partial Job Description

TITLE:	Eligibility Specialist
DEPARTMENT:	Medical
REPORTS TO:	Front Office Clinic Manager
FLSA STATUS:	Non Exempt
ELIGIBILITY STATUS:	Full Time
SHIFT:	Clinic Hours
WAGE RANGE:	See current wage table

POSITION SUMMARY

The Eligibility Specialist working in the call center is to focus on four areas (1) assisting new patients registering with AIH&S; (2) the uninsured or underinsured obtaining benefits for the services he/she will be receiving at AIH&S; (3) managing incoming telephone calls for appointment scheduling, nursing, information, and other purposes; (4) verifying patients eligibility status as an AI/AN per Indian Health Services guidelines.

BASIC DUTIES

PATIENT SCHEDULING RELATED

1. Interview clients to obtain demographics and insurance information, eligibility as an AI/AN and eligibility for programs including but not limited to sliding scale discount, EAPC, Every Woman Counts (BCEDP), Family Pact.
2. Verify insurance eligibility for next day's appointments.
3. Contacts patients whose insurance is not valid for the next business day's appointment. Assists them to obtain insurance, be prepared to pay or cancel and reschedule as needed.
4. Register all new patients in RPMS immediately.
5. Enroll clients in the CHDP Gateway, Every Woman Counts (BCEDP), Family Pact programs if appropriate.
6. Update "Health Record Number record" (binder).
7. Responsible for ensuring all registration demographics and insurance forms and data entry are complete the day of the encounter.
8. Using the RPMS Scheduling package, make appointments and cancel appointments per providers scheduling requirements.
9. Communicate to the Outreach department the need for transportation for eligible AI/AN clients.
10. Assemble necessary forms for the encounter and place in the chart for the upcoming visit
11. Once eligibility, forms and calls have been made for the next business days appointments, the charts are to be returned to medical records for safe overnight storage (by 6:00 pm)
12. Contact all patients who were no-show's for the days appointment (within 24 hours)

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PHONE SERVICES

1. Check telephone messages continually and process the requests at least twice every morning and afternoon.
2. Answers and processes incoming telephone calls from patients

GENERAL DUTIES

1. Maintains an awareness of the cultural and spiritual needs of the American Indian/Alaska Native population.
2. Is a member of the interdisciplinary team of health care providers
3. Participates as a member of committees as needed.
4. Contributes to the success of fellow AIH&S employees
5. Performs written or electronic documentation of patient information as required.
6. **Rotate in the front desk clinic reception position**
7. Other duties as assigned

PREFERRED SKILLS

1. Planning and organizational skills sufficient to prioritize and successfully complete job demands.
2. Skill in working with people of varied social, ethnic and economic backgrounds.
3. Ability to exercise tact and diplomacy to gain the confidence, support and cooperation of individuals and groups in accomplishing objectives.
4. Flexibility and adaptability to stress.
5. Ability to work as a team player in a fast-paced health care organization.
6. Ability to provide outstanding customer service.
7. Standard office practices and procedures including but not limited to filing, photocopying, basic computer skills, telephone, voice mail.
8. Bi-lingual English/Spanish preferred but not required
9. Ability to work effectively with minimal supervision
10. Ability to politely communicate with clients in a clear and effective manner
11. Ability to interpret federal regulations and apply in decision making situations
12. Ability to clearly follow physician's instructions
13. Attention to detail
14. Ability to interact with patients and understand cultural differences

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15. Ability to work and make decisions under stressful situations when necessary
16. Ability to work cooperatively with other staff
17. Attends training and conferences as indicated by AIH&S
18. Planning and organizational skills sufficient to prioritize and successfully complete job demands.
19. Skill in working with people of varied social, ethnic and economic backgrounds.
20. Ability to exercise tact and diplomacy to gain the confidence, support and cooperation of individuals and groups in accomplishing objectives.
21. Flexibility and adaptability to stress.
22. Ability to work independently.
23. Familiarity with Medi-Cal FQHC Regulations, Medicare FQHC Regulations and state programs

Experience

- One year in the medical field preferred
- Experience in an FQHC environment preferred

Prerequisite Qualifications

1. High school diploma or equivalent
2. Be willing to submit and pass a pre-employment drug screening test

Clinic employees may be asked to stay or report to work during public health incidents and/or emergencies to perform duties specific to this job description. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident/emergency.

Employee Printed Name

Signature

Preference in employment is given to qualified native candidates in accordance with Title 42CFR36.221