Department: Outreach and Enrollment

Reports To: Outreach and Enrollment Coordinator

Primary Accountability: Provides assistance to [CHC] patients with insurance enrollment; provides health education at outreach events, assists with other outreach and enrollment activities.

Primary Duties and Responsibilities:

1. Insurance Enrollment
   1. Has working knowledge of all insurance plans with which [CHC] is contracted and with other insurance plans that are available in the area; shares this information with patients and other [CHC] staff as needed.
   2. Assists patients by phone or in [CHC] office with insurance enrollment or change of insurance plans for the coverage they choose.
   3. Downloads monthly report from all managed care plans; tracks enrollment numbers and reports the details to Outreach and Enrollment Coordinator.
   4. By running EPM reports and monitoring [CHC] patient schedules for the following day, identifies children 19 and under that don’t have health coverage. Contacts parents by phone or in person at the time of their clinic visit to assist with enrollment of any uninsured children.
   5. Stays current with Medicaid changes. Assists Outreach and Enrollment Coordinator in developing and carrying out public education and outreach events to inform [CHC] patients of newly available insurance options and assisting with the enrollment process.
2. Patient Scheduling
   1. During all outreach and enrollment activities identifies and schedules new or established patients to be seen at [CHC].
   2. Runs EPM reports to identify children who are past due for their Well Child or Teen check up and calls the parent to schedule the child for an appointment; coordinates with medical clinic managers to assist with other recall activities if and as needed.
3. Migrant and Community Outreach
   1. Provides health education to patients during outreach events in various workplace and community settings including schools and other venues.
   2. Collects and enters accurate data on all participants in outreach activities; produces accurate and timely reports as requested.
4. Training
   1. Participates in webinars, conferences and other [CHC]-approved trainings to improve knowledge and skills in insurance enrollment and health education methods.
5. Attendance
   1. Ensures attendance and hours worked are accurately recorded in computerized timekeeping system.
   2. Properly manages paid vacation and sick leave.
   3. Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends.

General Development:

1. Requires basic organizational skills, typically to organize own work.
2. Job duties require the ability to work independently and as part of a team.
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others.
4. Employees are able to effectively select from alternatives to situations encountered on the job.
5. Employees focus is primarily on their own work.
6. Duties require the compilation of information.

Professional and Technical Knowledge: Possesses a basic level of written and verbal communications skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program. This position requires bilingual English/Spanish fluency.

Technical Skills:

1. Ability to prepare basic correspondence and simple reports in Microsoft Word.
2. Ability to use Microsoft Excel and Publisher to create tables and simple displays of information.
3. Ability to create, send and manage email in Outlook.
4. Ability to access and use the EHR program in Next-Gen.
5. Ability to access web base applications and programs of others.

Communications Skills:

1. Employee is required to effectively communicate using [CHC]’s core values.
2. Job duties require employee to provide excellent customer service to all internal and external customers.
3. Employee will be required to use different methods of communication:

a) Effectively provide written communication and electronic communication.

b) Be able to give oral health presentations in different location settings and group size.

c) Effectively communicate complex and or technical information to co-workers or patients.

Work Environment: Work is performed in an office environment as well as outdoors during outreach events and may include driving to other work sites. May involve exposure to potential injury, including long exposure to the elements or potentially hazardous conditions.