**Enrollment Specialist**

**JOB SUMMARY:** The Enrollment Specialist screens and determines patient eligibility for programs including [State] Indigent Care program and [CHC]’s Sliding Fee Discount. This position also facilitates enrollment for affordable health insurance coverage through the Health Insurance Marketplaces,

Children’s Health Insurance Program (CHP+) and Medicaid. The Enrollment Specialist provides patients with education and information regarding [CHC]’s Policies and Procedures, access to care, and integrated services offered at [CHC].

# ESSENTIAL DUTIES & RESPONSIBILITIES:

* Maintain knowledge of eligibility and enrollment procedures for health insurance programs including Medicaid, CHP+, CICP, Clinic Sliding fee discount, health insurance through Ryan White, WWC and/or other programs and services at [CHC].
* Screen and enroll patients in the appropriate medical assistance programs for which they qualify.
* Utilize state websites to enroll patients in the appropriate programs.
* During Open Enrollment, outreach to eligible individuals and assist those individuals in applying for health Insurance, provide impartial assistance in understanding health insurance and in plan selection.
* Counsel all patients on the programs for which they qualify including the possibility of Special Enrollment Periods (SEP) for changes due to loss of Minimum Essential Coverage, change in legal presence, among other life changing events.
* Verify eligibility through the State provider portal and outreach to newly ineligible patients to discuss healthcare insurance/benefit options.
* Stay up to date on all policy updates for state and federal medical assistance programs.
* Outreach to all new obstetrics patients within 30 days of pregnancy confirmation to ensure they are enrolled in appropriate program including Prenatal State Medicaid, Prenatal State CHP+ or Emergency Medicaid programs as well as the Sliding Fee Discount program (if appropriate) and ensure that eligible women are referred to St. Joseph Financial Counselors.
* Ensure newborns are enrolled in Medicaid or CHP+ within 30 days of birth by submitting forms to appropriate counties and complete follow up to ensure that enrollment in the programs is completed.
* Maintain communication with partner organizations (like St. Joseph Hospital) to ensure that patients’

needs are met, and they are enrolled in the appropriate programs.

* Biannually reevaluate all Ryan White patient for continuous eligibility and coordinate with the case management team to streamline outreach.
* Maintain accurate documentation in the EHR about the status of financial assistance for each enrollment appointment completed and any further action needed.
* Attend all required program meetings, trainings, and conferences.
* Follow policies and procedures as set forth by the State Department of Health Care Policy and Financing and the State Department of Public Health and Environment to determine program eligibility and enrollment practices.
* Serve as the subject matter expert for all enrollment related questions.
* Follow up on all provider referrals for patient enrollment eligibility.

# OTHER DUTIES AND RESPONSIBILITIES:

* Greet everyone in a welcoming manner.
* Coordinate with all departments to ensure patient satisfaction.
* Identify patients’ needs, clarify information, research every issue and/or request and provide solutions and/or alternatives.
* Inform patients of required documents and/or information needed for appointment.
* Register patients into the EHR completely and accurately.
* Follow all protocols and procedures pertaining to patient confidentiality.
* Check voice messages and returns calls within [CHC] expected time frames.
* Follow procedures for the EHR system and adhere to all confidentiality policies and procedures.
* Assist with Front Desk Duties on Saturdays.
* Attend required internal meetings, trainings, and events.
* Other duties as assigned.

# EDUCATION AND EXPERIENCE:

**Minimum Education:**

* High School diploma or GED required.

# Minimum Experience:

* Three years’ experience in healthcare required including one year of enrollment experience; FQHC experience preferred.
* Experience working with people in one-on-one, group settings, and the community.

# KNOWLEDGE, SKILLS & ABILITIES:

* Oral and written fluency in English and oral fluency in Spanish required.
* Must be proficient in Microsoft Office suite and web browsing and navigation. Must be able to complete data entry in multiple platforms.
* Critical thinking skills to provide the best outcome for each patient.
* Basic knowledge of health insurance and health service delivery.
* Knowledge of program rules for multiple programs.
* Ability to understand, keep up with updates and changes with all program regulations, policies and procedures.
* Highly proficient computer skills to include MS Word, Excel, and Outlook.
* Excellent oral and written communication skills to include presenting and speaking in public settings.
* Higher level math skills, self-motivated and able to achieve results through good organizational skills, ability to work independently, self-directed and a functional team member, ability to organize and prioritize.
* Ability to explain and summarize detailed concepts such as Medicaid/CHP+ Enrollment Process, program benefits, policies, and procedures that the general population can understand.
* Sensitivity to low income and ethnic minority community.
* Ability to multitask, prioritize work and meet deadlines.
* Ideal candidate should have a strong initiative and the passion to advocate and provide healthcare to the underserved.