

**JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Eligibility Specialist
<b>LOCATION:</b>	HOPE Clinic (Main)
<b>REPORTS TO:</b>	Eligibility Specialist Team Lead
<b>EDUCATION:</b>	High School diploma or GED; Associates degree preferred.
<b>WORK EXPERIENCE:</b>	2 years or more in healthcare
<b>SALARY MINIMUM:</b>	\$11.00/hour
<b>SALARY MAXIMUM:</b>	\$15.00/hour
<b>FLSA STATUS:</b>	Hourly – Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>POSITION REQUIREMENTS:</b>	Bilingual- Burmese and English

*HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.*

**JOB SUMMARY:**

Under general supervision, the Eligibility Specialist will verify patient eligibility and assist in health program applications to the patients. Maintains all patient information and documents while providing high quality customer care services to patients.

**MAJOR DUTIES & RESPONSIBILITIES:**

- Determine patient eligibility information and qualifications.
- Assist patients in enrollment and re-enrollment of Medicaid, Affordable Care Act (ACA), and other state and federal programs.
- Gather pre-authorizations from Medicaid HMO’s Primary Care Physician (PCP) for adequate billing.
- Service and respond to customer and patient questions, issues and/or concerns.
- Securely and accurately document all patient information.
- Interpret dictation and respond accordingly.
- Ensure timely submission of paperwork and reports.
- Maintain updated Primary Health Care (PHC) information and forms.
- Verify patient insurance and information is acceptable by partnering institutions.
- Make certain that our patients get the best possible care.
- Performs other duties as assigned.

**QUALIFICATION REQUIREMENTS:**

- Strong customer service skills

- Ability to relate to patients with diverse educational, socioeconomic, and ethnic backgrounds
- Ability to handle confidential and sensitive information
- Proficient in use of computers and software programs
- Must be able to utilize the Internet
- Strong written and oral communication skills
- Must be detailed oriented and able to handle multi tasks

**EDUCATION and/or EXPERIENCE:**

High School diploma or GED is required; Associates Degree preferred. Experience in the medical field and referral/patient navigation is preferred.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual in Burmese & English is preferred.
- Above average skills in language ability as well as public speaking and writing. Must have good transportation and a valid Texas Driver's license.

**TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION:**

- Minimum of one year in health education, patient navigation, and/or health clinic patient assistance field
- 2+ years customer service experience
- Microsoft Office
- Office equipment (e.g., computer, copier)
- Attention to detail
- Adequate communication skills
- Satisfactory customer service skills
- Must be able to handle multiple tasks, complexity, and diversity of customers

- Insurance and medical experience preferred

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follows rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**CUSTOMER RELATIONSHIPS:**

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke free workplace in compliance with federal guidelines.