



BAY CLINIC INC

Eligibility Worker

Department: Patient Navigation

FLSA Status: Non-Exempt

Grade/Level:

Job Type: Regular

Work Schedule:

8:00 am 5:00 pm plus non-traditional hours

Job Status: Full Time

Reports To: Patient Navigation Manager

Amount of Travel Required: 20%

Positions Supervised: None

POSITION SUMMARY

Promote and support the Patient Centered Medical Home primary care model (PCMH). Assist uninsured and/or under insured clients in determining eligibility for Medicaid or Quest, Healthcare.gov, Medicare, Immigrant Health Initiative (IHI), and other Department of Health & Human Services (DHHS) programs; facilitate the enrollment process to ensure that all eligible clients are given the opportunity to apply for every program that client is eligible for, and all applications are monitored in a timely manner. Able to perform all tasks to support patients' access to care, services to reduce barriers to care, and increase access to social and health resources.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be dedicated to perform each essential duty satisfactorily and pay attention to various details. For this position, knowledge learned is the key to success. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Provide accurate information, competent enrollment assistance, and follow up assistance for Medicaid or Quest including the different types of insurance plans/programs, HMSA, AlohaCare, United Healthcare, and Ohana Quest/QExA (aged, blind, disabled, or collecting federal funds), State funded ABD (aged, blind, disabled that are Non-US citizens) program, State's Children's Health Insurance Program (CHIPs), SLMB (Specified Low-Income Medicare Beneficiaries), QMB (Qualified Medicare Beneficiaries), and QDWI (Qualified Disabled and Working Individuals).
- Provide assistance to pregnant women, children, families, immigrants/migrants, people who are homeless, the elderly and any special populations.
- Refer clients to appropriate providers and additional services, where necessary, including referral to health care providers that offers sliding fee scale discounts or free care to low income clients not qualified for public health insurance or assistance.
- Refer clients to appropriate additional resources in the community as needed such as Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF), services offered at all Bay Clinic sites (Hilo, Keaau, Paho, and Kau Family Health Center, Hilo Women's Health Center, and Paho Women, Infant, and Children (WIC), Tobacco Sensation Facilities, other Healthcare.gov facilities, and Goodwill Hawaii.
- Participate in community outreach events to include individual meetings with community leaders; local community activities including health fairs, printing flyers, and activities within schools, etc.
- Ensure that outreach and enrollment services are linguistically and culturally appropriate. Clients who do not speak English as a native language or who have hearing impairments must be appropriately accommodated.
- Document all outreach activities, Medicaid or Quest applications completed on outreach events in enabling services including date, number of encounters, age, gender, ethnicity, and language assistance rendered, if any, and for immigrants, country of origin.
- Create timely reports to include: number and types of applications completed, number and types of renewal forms completed, demographic stratification of individuals served including client age, ethnicity, poverty level, language assistance rendered, if any, and, for immigrants, country or origin, outcomes of application and renewal determinations, types of outreach activities engaged in or estimated number of people reached, and notes on other accomplishments or problems encountered.
- Provide additional guidance on forms, steps, and documents to accurately and efficiently assist clients in the process of applying for Medicaid or Quest.

- Document all Medicaid or Quest applications in enabling services, additional documents/forms, and number of encounters.
- Participate in program approved training and events, and share information with other Outreach and Eligibility staff.
- Demonstrate an understanding of Healthcare.gov eligibility qualifications including open enrollment periods and special open enrollment circumstances for clients not eligible for Medicaid or Quest.
- Demonstrate a basic Knowledge of Medicare insurance.
- Comply with all applicable local, state, and federal laws and regulations.
- Perform other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Reliability - The trait of being dependable and trustworthy.
- Responsible - Ability to be held accountable or answerable for one’s conduct.
- Tolerance - Ability to work successfully with a variety of people without making judgments.
- Self Motivated - Ability to be internally inspired to perform a task to the best of ones ability using his or her own drive or initiative.

SKILLS & ABILITIES

- Education:** High School Graduate or General Education Degree (GED): Required
Associate's Degree in Health and Human Services preferred.
- Experience:** No prior experience necessary
- Computer Skills:** Proficient in Microsoft Office environment. Competent with computer technology including Access, Excel for database management, word processing, spreadsheets, and internet for email and web-based applications. Ability to communicate proficiently and with cultural appropriateness, and assist those who do not speak English as a native language have access to language assistance.
- Certifications & Licenses:**
- Other Requirements:** Ability to occasionally travel and work non-traditional hours to meet patient needs.

PHYSICAL DEMANDS

- N (Not Applicable)** Activity is not applicable to this position.
- O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	F
Walk	O	11-20 lbs	O
Sit	F	21-50 lbs	N
Manually Manipulate	O	51-100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O		
Climb	N		
		Push/Pull	

Crawl	N	12 lbs or less	O
Squat or Kneel	N	13-25 lbs	N
Bend	N	26-40 lbs	N
		41-100 lbs	N

Other Physical Requirements

WORK ENVIRONMENT

Healthcare environment with possible exposure to airborne pathogens.

Prepared By: Sharon Nelson Date: 05/12/2016
 Director of Clinical Operations: *Claudia M. Roman* Date: 5/17/2016
 Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.