



## **JOB DESCRIPTION**

<b>POSITION TITLE:</b>	Eligibility Support Specialist
<b>LOCATION:</b>	HOPE Clinic
<b>REPORTS TO:</b>	Eligibility Support Team Lead (Main) & Site Manager (Alief, West & Aldine satellite sites)
<b>EDUCATION:</b>	High School diploma or GED; Associates degree preferred.
<b>WORK EXPERIENCE:</b>	2 years or more in healthcare
<b>SALARY RANGE:</b>	\$13.00-\$15.00/hour
<b>FLSA STATUS:</b>	Hourly – Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>LANGUAGE REQUIRED:</b>	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is required

*HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.*

### **JOB SUMMARY:**

Under general supervision, the Eligibility Support Specialist will verify patient eligibility and assist in health program applications to the patients of Asian American Health Coalition of the Greater Houston Area (AAHC) DBA HOPE Clinic. 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;
- 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 and update HOPE Clinic sliding fee scale information and forms;
- Verify patient insurance and information is acceptable by partnering institutions;
- Make certain that our patients get the best possible care;
- All satellite sites' Eligibility Support Specialist will also perform Patient Support Specialist duties as needed (greet and assist patients with registrations, check patients in/out, answering phone and scheduling, etc.);
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Performs other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

**QUALIFICATION REQUIREMENTS:**

- Knowledge of and experience in developing, implementing and working in a community outreach program;
- Knowledge of existing social service programs available in Houston area and Harris County;
- Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Proficient in use of computers and software programs such as Word, Excel;
- Must be able to utilize the Internet;
- Strong written and oral communication skills;
- Must be detailed oriented and able to handle multi tasks.

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

**EDUCATION and/or EXPERIENCE:**

High School diploma or GED is required; Associates Degree preferred. Minimum of one year in health education, patient navigation, customer service, and/or health clinic patient assistance field.

**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 (Vietnamese, Chinese, Arabic and/or Spanish with English) is required;
- Above average skills in language ability as well as public speaking and writing;
- Must have good transportation and a valid Texas Driver's license;
- Must know Microsoft Office and basic 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.

**PATIENT RELATIONSHIPS:**

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

**AMERICANS WITH DISABILITIES SPECIFICATION:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Light to moderate lifting (up to twenty pounds) is required;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

*HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.*

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Signature

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Date

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Full Name - Printed