

COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA
Health Programs
Job Description

Date: June 2013

Salary Grade: 12-13

Exposure Determination Category: 3

Chart: 1 Non-Exempt

Job Title: Bilingual Medicaid Eligibility Specialist

Reports to: Billing Office Manager

Areas of Responsibility: Conduct new patient orientation by assisting CAPWN Health Center patients in completing required forms, determining sliding fee discount and understanding financial obligation for services provided by CAPWN Health Center. Serves as an advocate and refer patients, as appropriate, to other CAPWN programs and/or external community agencies as needed. Assist uninsured patients by determining ability to apply for Nebraska Medicaid benefits and assisting with application for those benefits.

Major Duties:

1. Provide new patient orientation to CAPWN Health Center;
2. Educate new patients regarding required documentation needed to obtain CAPWN Health Center sliding fee discounts, assign sliding fee discount, and collect initial patient co-payment;
3. Educate uninsured patients about the availability of Nebraska Medicaid, conduct financial assessment, and assist them in completing application;
4. Verify demographics, financial information and insurance and/or special program eligibility. Ensure forms are fully completed and information accurately entered into Practice management system and electronic health record.
5. Provide staff with updated information on community resources available to patients;
6. Participate in staff and performance improvement meetings and trainings as requested;
7. Provide monthly reports regarding application and enrollment statistics;
8. Provide assistance to uninsured individuals and families by identifying needs and refer them to other mainstream resources and entitlements offered by the State, County or Local government agencies or local non-profit assistance organizations who are known to supply those needs;
9. Attend Nebraska Health and Human Services trainings pertaining to eligibility programs;
10. Testify at Nebraska Health and Human Services administrative hearings and or supply Nebraska Health and Human Services with supporting documentation for such hearings;
11. Reach out to uninsured individuals through outreach activities as community agencies, community gatherings, neighborhoods, shelters, and other appropriate venues.
12. Make referrals to other agency programs.
13. Perform other duties as assigned.

Working Conditions:

- Office 70%, 30% training, meetings, and community interaction
- Work must be completed with minimal supervision and requires self-motivated individual
- The noise level in the work environment is usually above average.

Physical Requirements:

- Ability to bend, stoop, squat, crouch and pull file drawers
- Fine manipulation of hands with repetitive action
- Operate office machines
- Occasional lifting and carrying of up to ten pounds
- Must regularly talk, hear and have close vision ability

Minimum Qualifications:

Grade: 12

1. Associate Degree and one year experience in a human service program or five years' in human service agency working with clients.
2. Bilingual in Spanish and English.
3. Microsoft Office and Internet-based navigation computer experience in a work setting.
4. Highly organized and efficient at completing and maintaining written and computerized patient records.
5. Requires proficient level of communication oral and written.

Grade: 13

1. Meets minimum qualifications above;
2. Bachelor's Degree or seven years' experience in a human service agency working with clients.

Reviewed by Human Resource Director: _____
Signature Date

Reviewed by Health Program Director: _____
Signature Date