



JOB DESCRIPTION
Eligibility Specialist

HOURS M-F: 8:00 AM – 5:00 PM, Full-Time (Approx. 40 hours per week)

SALARY: Commensurate with Experience

REPORTS TO: Director of Eligibility/Enrollment

EDUCATION AND EXPERIENCE: High School diploma or equivalent.

SKILLS:

- Excellent verbal and written communication skills
- Proficient touch-typing skills (approx. 45 wpm)
- Knowledge of medical, dental, and behavioral health terminology preferred
- Ability to interpret policies, standards, and guidelines
- Ability to use Microsoft Office applications, including Word and Excel
- Ability to use Adobe Acrobat, or similar applications
- Strong attention to detail, accountability, organizational, and interpersonal skills
- Ability to multi-task, prioritize, and work independently
- Ability to focus for long periods of time
- Strong accountability to team environment
- Promote a culture that reflects the Center's values, encourages good performance, and enhances productivity
- Bilingual in English/Spanish required

PRIMARY DUTIES:

- Screen clients for all financial assistance programs available.
- Obtain all information from client according to program requirements and determine eligibility required.
- Scanning documents to appropriate Medical Records
- Make initial OB appointment for clients requesting prenatal care and give appropriate credit to the doctor providing the care by recording the information to the appropriate file.
- Assist in report preparation as necessary for each program.
- Assist clients by providing information about available financial assistance programs (i.e. County Programs, Medicaid, etc.).
- Updates client registration and billing databases as necessary to ensure accurate accounting and billing information.
- Maintain confidentiality of client and clinic information.
- Maintain filing of paperwork from all programs.
- Keep up with changes and updates for all assistance programs as needed.

OTHER RESPONSIBILITIES AND DUTIES:

Revised: 12/14/2021

- Provide general office support
- Other duties as assigned by supervisor
- other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- visual and auditory accuracy
- shift length - 8 hours
- indoor setting
- frequent use of computer
- long periods of standing and sitting
- frequent use of telephone
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- occasional walking, squatting, stooping, bending and twisting
- occasional reaching and climbing
- occasionally carrying up to 10 lbs.
- infrequent use of personal transportation
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date