



JOB DESCRIPTION DIRECTOR OF ELIGIBILITY/ENROLLMENT & STATE PROGRAMS

REPORTS TO: Chief Financial/Operations Officer

EDUCATION & EXPERIENCE: Bachelor's Degree in Business or related field, or combination of education and minimum five years management experience; knowledge of financial assistance programs and/or state programs a plus.

SKILLS: Excellent oral and written communication skills, ability to work effectively and professionally in a fast-paced environment. Knowledge of and ability to supervise employees, ability to engage employees to implement better ways to serve the community, excellent computer skills; ability to work effectively with persons of different cultural and socio-economic backgrounds.

PRIMARY DUTIES:

- Provide support and direction to the Eligibility Department with Service Excellence and develop and maintain a collaborative relationship with the team.
- Responsible for having knowledge of different programs, their regulations and requirements to implement any changes to determine eligibility for patients as required.
- Responsible for implementing assistance programs, when available, and communicate with employees with updates and materials
- Maintain a collaborative relationship with the Patient Assistance Programs Coordinator with regular communication regarding program compliance changes, audits of patient applications for quality assurance, and billing errors that may occur and need to be corrected.
- Responsible for providing training and support to the Eligibility employees and ensure understanding of the programs' rules and regulations, EPIC, Medicaider software, and utilization of different websites to obtain eligibility information. This includes working with the Eligibility Trainer and supporting them in their role.
- Responsible for communicating with other entities in regards the assistance available through Waco Family Medicine such as Good Health Card Discount program, Marketplace plans, Medicaid, CHIP, Title V, Medicare Part D.
- Develop and maintain collaborative relationships with other organizations in the community such as, but not limited to, the Public Health Department, WIC, and the County Indigent Health Care Program.
- Represent Waco Family Medicine in different community events/committees to promote our services.
- Organize/ hold regular meetings with personnel to improve communication among the team and communicate any changes/news/updates to other departments as needed.
- Ensure employees are following regulations related to confidentiality of patient information and attain their certification as Certified Application Counselor.

OTHER DUTIES:

- Provide positive patient/employee relations by supporting clients with an easily accessible, culturally sensitive means of obtaining their specific service needs.
- Responsible to report time clock report on a bi-weekly basis.
- Conduct annual evaluations on all department staff, and training evaluations on new hires.
- Assist patients by screening them for the different programs; scheduling appointments as needed when Eligibility staff needs assistance.
- Refer patients to outside programs as needed.
- Other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- Visual and auditory accuracy
- Indoor setting
- Shift length- 8 hours
- Frequently use of computer
- Frequent standing and walking
- Extensive sitting
- Frequent telephone usage
- Continuous conversational communication
- Continuous repetitive grasping and manipulation of both hands
- Occasionally working in confined, noisy areas
- Occasional exposure to patient with communicable diseases
- Understand/ carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications
- Able to respond quickly and calmly in medical emergencies
- Working under pressure with little or no supervision
- Team player
- Usage of different office machines (i.e. copier, fax, embosser, scanner, calculator, etc.)

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

8/10/2022