



JOB DESCRIPTION

Eligibility Specialist/Patient Assistance Coordinator

REPORTS TO: Director of Eligibility/Enrollment & State Programs

EDUCATION: 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, DocuSign
- 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
- Ability to work effectively with persons of different cultural and socio-economic backgrounds
- Bilingual in English/Spanish preferred

PRIMARY DUTIES:

- Screen clients for all financial assistance programs available at WFM.
- Screen clients for Patient Assistance Programs for medications.
- Assist/coordinate HepC program.
- Assist/coordinate Mail order for WFM Pharmacy.
- Obtain all information from client according to program requirements.
- Research and verify client's eligibility with other programs.

- Determine eligibility for appropriate programs according to medical needs.
- Maintain paperwork as required by all programs and scan support documents to appropriate Medical Records.
- Maintain records and track inventory for PAP medications and samples.
- Make Prenatal, Wellness visits and New Patient appointments for clients as needed.
- Follow up clients who are referred to other assistance programs to ensure eligibility and billing information is updated timely.
- Assist in report preparation as necessary for each program.
- Assist clients by providing information available about other financial assistance programs (i.e., County Programs, Medicaid, Medicare Part D, etc.) and refer them to those offices for assistance as needed.
- Update client registration and billing databases as necessary to ensure accurate accounting and billing information.
- Comply with all regulations related to confidentiality of patient medical and financial information.
- Keep up with changes and updates for all assistance programs as needed.
- Assist employees to understand policies and procedures related to assistance programs matters.
- Utilization of Epic, Medicaider, WebPap, and other software as necessary.
- Obtain Certifications needed to complete the job (i.e., Community Partner Program, Affordable Care Act- Certified Assistance Counselor) and complete other training as necessary.

OTHER DUTIES:

- Provide positive client/ entity relations by supporting clients with an easily accessible, culturally sensitive means of obtaining their specific service needs.
- Other duties as assigned by supervisor.

PHYSICAL AND MENTAL JOB 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 to 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.)