

# York County Community Action Corp.

## OUTREACH & ENROLLMENT SPECIALIST/PATIENT SERVICES REPRESENTATIVE

### Job Description

**REPORTS TO:** Nasson Health Care Operations Manager

**STATUS:** Non Exempt; Full Time

**PAY GRADE:** 5

**PURPOSE:** The Outreach and Enrollment Specialist is an integral part of the organization's efforts to enroll new patients for primary care at Nasson Health Care, and to assure all patients successfully access available health care benefit programs for which they are eligible.

#### **RESPONSIBILITIES: Outreach & Enrollment Specialist**

1. Provide enrollment assistance to patients who are likely eligible for MaineCare, sliding fee scale, hospital free care and other public benefit programs.
2. Process sliding fee scale applications, determine eligibility and maintain patient files.
3. Provide structured patient education on health coverage, engage in follow-up conversations and offer renewal assistance for patients.
4. Distribute outreach materials to patients, clients of other YCCAC programs, community members, partner organizations and businesses to build coverage option awareness and information about the services that Nasson Health Care provides.
5. Develop, discover and attend community events in order to promote coverage options and the mission and services of the organization.
6. Provide presentations to patient groups as appropriate
7. Collaborate with various local organizations to build awareness of coverage options, spur enrollment and build referral linkages.
8. Attend and successfully complete all required training programs; participate in ongoing conference calls, webinars, and other professional development opportunities.
9. Accurately provide required reporting to track goal achievement and client satisfaction.
10. Assist in the development and implementation of organizational outreach and enrollment initiatives.
11. Collaborate with other practice team members to carry out structured QI improvement activities.
12. Maintain confidentiality of patient records in accordance with HIPAA guidelines and YCCAC/NHC policies.
13. Performs other duties as assigned, or as necessary to fulfill the position.
14. Must not have an active record on the System for Award Management (SAM) website.

#### **RESPONSIBILITIES: Patient Services Representative**

- Perform a variety of clerical duties involved in greeting and directing patients, making, cancelling and rescheduling appointments, processing forms and providing information to assist clients in obtaining health center services.
- When working in the call center, log into phone system.
- Answer telephones, take all messages off voice mailbox and respond by returning phone calls the same day.

- Transfer calls to appropriate staff, provide information to other departments upon request, and make confirmation calls for upcoming appointments for all disciplines.
- Enter New Patient Registration Packets into the NextGen system and contact new patients to schedule both the intake visit and new patient visit with the provider.
- Follow health center departmental protocols for making and rescheduling appointments.
- Keep current and accurate filing of electronic health histories, registration, HIPAA and other registration forms.
- Verify insurance eligibility and process sliding fee applications.
- Responsible for personal full compliance with (a) all applicable federal, state, local and YCCAC/Nasson Health Care rules, regulations, protocols and procedures governing the operation of the health center, as well as those relating to, but not limited to, personnel issues, work place safety, public health and confidentiality; and (b) program requirements of Nasson Health Care funders and collaborators.
- Engage in cooperative and respectful work relationships as a member of YCCAC and Nasson Health Care teams to ensure effective health center operations and outcomes.
- Monitor the prescription line and task the providers.
- Scan documents.
- Provide backup for the front/reception desk for both check-in and check-out functions.
- Receive payments, prepare cash receipts, apply to correct chart/encounter and post and process daily batches.
- Perform other related duties and special projects as assigned.

### **Qualifications:**

1. Bachelor's degree in Public Health, health education, communication or related program. An equivalent combination of education and experience will be considered.
2. Knowledge of the health and human services infrastructure, health insurance programs and public coverage options or ability to learn and maintain knowledge about them.
3. Ability to effectively develop and nurture relationships with a diverse group of stakeholders.
4. Ability to work independently and coordinate multiple tasks.
5. Strong oral and written communication skills; public speaking.
6. Ability to create and deliver presentation to groups.
7. Strong computer skills with proficiencies in Outlook, Word, PowerPoint, and Excel.
8. Must be able to travel with use of personal vehicle.
9. Willingness to work some non-traditional hours, e.g. evenings and weekends.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

### **Responsibility for Safety and Health:**

1. Follow established standard and safety precautions in the performance of all duties.
2. Report to the Operations Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

**Physical Requirement:**

Physical Essential Functions of the position

Bending	<input type="radio"/>	Sitting	<input type="radio"/>	N (Not applicable)
Carrying	<input type="radio"/>	Standing	<input type="radio"/>	O (Occasionally) on/off up to 3 hrs. per day
Driving	<input type="radio"/>	Talking	<input type="radio"/>	F (Frequently) on/off up to 6 hrs. per day
Handling	<input type="radio"/>	Walking	<input type="radio"/>	C (Constantly) all the time, over 6 hrs. per day
Hearing	<input type="radio"/>	<u>Lift/Carry</u>		
Keyboarding	<input type="radio"/>	20 lbs or less	<input type="radio"/>	
Kneeling	<input type="radio"/>	<u>Push/Pull</u>		
Reaching	<input type="radio"/>	12 lbs or less	<input type="radio"/>	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of OUTREACH AND ENROLLMENT SPECIALIST/PATIENT SERVICES REPRESENTATIVE and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or without notice. I further understand that should I desire to resign a two (2) week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

Employee (print) name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_