**West Cecil Health Center, Inc. & Qualified Subsidiaries**

**Job Description**

**Title:** Patient Financial Advocate – Outreach and Enrollment

**Department:** Administration **Reports to:** Billing Manager

**FLSA Status:** Non-Exempt



**POSITION SUMMARY**

The Patient Financial Advocate – Outreach and Enrollment, will work to remove financial barriers to healthcare by connecting uninsured and underinsured patients to programs that make healthcare more affordable. The Patient Financial Advocate – Outreach and Enrollment, will be responsible for executing outreach and education campaigns, and conducting eligibility screenings to help facilitate consumer enrollment in Qualified Health Plans (QHP’s) and insurance affordability programs.

**ESSENTIAL DUTIES AND REQUIREMENTS**

* Complete all required federal and/or state training and certification requirements for Certified Application Counselors (CAC’s) and Navigator. Comply with all federal and/or state continuing education and certification requirements.
* Provide courteous, professional and confidential assistance to all clients seeking health benefits, including West Cecil Health Center’s sliding fee discount program.
* Develops positive consumer relationships via telephone, in-person and video encounters
* Provide benefits screening and application assistance for enrollment in Medicaid and Maryland Children’s Health Insurance Program (MCHP).
* Educating and assisting consumers with enrollment in Qualified Health Plans
(QHP)
* Conduct marketing and outreach with local communities about health insurance options through the Maryland Health Connection and the Connector Program.
* Provide information on the importance of primary and preventive care at community outreach events
* Act as a support person for patients that have any questions on insurance coverage and billing issues

**KEY COMPETENCIES**

* Personal Effectiveness/Credibility
* Excellent communication skills and telephone technique
* Financial Management
* Problem Solving/Analysis
* Presentation Skills

**SUPERVISORY RESPONSIBILITY**

* **This position has no supervisory responsibilities**

**POSITION TYPE AND EXPECTED HOURS OF WORK**

* This may be a full-time or part-time position. Days and hours of work will be scheduled in accordance with West Cecil Health Center’s operating hours

**LOCATION/TRAVEL**

* Located in West Cecil Health Center and/or its qualified subsidiaries.
* Work from Home opportunity, as appropriate
* Travel is primarily local during the business day, although some out-of-the-area travel may be expected.

**POSITION REQUIREMENTS**

***Education***

* GED or High school diploma

***Preferred Education***

* Associate’s Degree

***Preferred Experience***

* Experience working with nonprofit organizations, community groups, and/or government programs

***Physical/Environmental***

This job operates in a professional office environment. This role routinely uses standard office equipment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

***Additional Eligibility Qualifications***

* Understanding of health insurance terminology and health insurance coverage
* Excellent interpersonal and communications skills
* Strong computer skills and experience navigating web-based portals/databases
* Familiarity with Word, Excel and PowerPoint
* Excellent organizational skills and attention to detail
* Ability to put clients at ease while asking sensitive and personal questions
* Ability to work independently
* Knowledge of federal health care programs, including Medicaid and other public benefits programs preferred
* Fluency in Spanish, beneficial

**OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.