

MISSION STATEMENT: Clínica Tepeyac's Mission is to provide culturally competent health care and preventive health services for the medically underserved.

Now in its 23rd year, Clínica Tepeyac is a community health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Clínica Tepeyac maintains an unwavering commitment to high quality patient care and continual quality improvement, and to treating each patient with the highest level of respect and compassion.

JOB SUMMARY:

The Enrollment Specialist maintains knowledge about insurance programs, First Health Colorado, PEAK, Presumptive Eligibility, CHP+, CICIP, Clinic Rate and/or other programs and services at Clínica Tepeyac. This position is the first point of contact for patients and provides assistance to in completing CICIP and clinic discount applications. The Enrollment Specialist delivers general education about First Health Colorado, PEAK, Presumptive Eligibility, CHP+, CICIP and Clinic discount, other insurance programs and services that patients may be eligible for with Clínica Tepeyac.

A. MINIMUM QUALIFICATIONS:

- **Education:** High School diploma or GED or four years of customer service experience in a health care insurance setting.
- **Experience:** Minimum of 3 years' experience in healthcare required; FQHC experience preferred.
- **Language:** Oral and written fluency in English and **oral fluency in Spanish required.**
- **Certification/Licensure/Registration:** Valid Driver's License.
- **Ideal Candidate:** Will have strong initiative and the passion to advocate and provide healthcare to the underserved.

Knowledge, Skills & Abilities:

- **Respect-** Values culturally competent approach to working with low income and ethnic minority communities is a must.
- **Teamwork** – Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone's efforts to succeed; must be able to work well in multidisciplinary team settings
- **Customer Service** – Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients, experience in working with people in one-on-one and group settings, community, organizations and insurance representatives.
- **Interpersonal Skills** – Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
- **Cost and Time Consciousness** – Must know how to manage time and prioritize activities
- **Diversity** – Shows respect and sensitivity for cultural diversity.

- **Ethics and Professionalism** – Treats people with respect and consideration regardless of their status or position and is accountable for own actions
- **Organizational Support** – Follows policies and procedures established by Clinica Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
- **Safety, Confidentiality and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
- **Attendance/Punctuality** – Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.
- **Engagement** – Required to attend and participate in two organizational fundraiser events per year.
- Knowledge of program rules for Health First Colorado (Medicaid), PEAK, Presumptive Eligibility, Colorado Indigent Care Program, Child Health Plan Plus (CHP+) and Connect for Health/Marketplace.
- Ability to understand updates and changes with all program regulations, policies and procedures.
- Highly proficient computer skills to include MS Word, Excel, PowerPoint, and Outlook.
- Excellent oral and written communication skills, to include presenting and speaking in public settings.
- Higher *level* math skills, self-motivated and able to achieve results through good organizational skills, ability to work independently, self-direct and be a functional team member, ability to organize and prioritize.
- Ability to explain and summarize detailed concepts such as Medicaid/CHP+ Enrollment Process. program benefits and policy and procedures that the general population can understand.
- Sensitivity to low income and ethnic minority community is a must.
- Ability to multitask, prioritize work and meet deadlines.

B. ESSENTIAL DUTIES & RESPONSIBILITIES:

Program Enrollment:

- Maintain knowledge about insurance programs, First Health Colorado, PEAK, Presumptive Eligibility, CHP+, CICP, Clinic Rate and/or other programs and services at Clinica Tepeyac.

Patient Enrollment:

- Must have knowledge of Clinica Tepeyac Mission and culture.
- Greets patients and vendors in a welcoming manner.
- Check in patient using the electronic health record (EHR) to notify the provider team that patient is ready for visit.
- Coordinates with all other departments to ensure patient satisfaction.
- Monitors patient waiting times and coordinates with team members to ensure patient is taken back for visit in a timely manner.
- Identifies customers'/patients' needs, clarifies information, researches every issue and/or request and provides solutions and/or alternatives.

- Ability to schedule, reschedule and cancel appointments for patients promptly and/or redirects the patient to the correct department/individual.
- Contact patients to reschedule appointments who have no showed, rescheduled or canceled.
- Makes appointment reminder calls.
- Informs customers'/patients on required documents and/or information needed for appointment.
- Registers patients into the (EHR) completely and accurately.
- Provides support, guidance and ensures completion of all required patient registration documents.
- Ensures all registration documents and/or all other related patient information are scanned into the electronic health record and named correctly.
- Follows all protocols and procedures pertaining to patient confidentiality.
- Manage and direct inbound and outbound calls in a timely manner, direct calls to appropriate departments or individuals in a professional manner and tone.
- Ability to take messages and relating them correctly written and/or in the electronic health record or correct team member.
- Checks voice messages and returns calls within Tepeyac expected time frames.
- Follows procedures for the EHR system and adheres to all confidentiality policies and procedures.
- Mail out patient letters as needed.
- Verify Health First Colorado eligibility on all patients through the State system.

4. Supervision: None

POSITION TYPE/WORK SCHEDULE: This is a full-time, non-exempt, 40 hour/week position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Clinica Tepeyac.

Clinica Tepeyac is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Clinica Tepeyac prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law.