



Job Description Enrollment Specialist I

Job Title: Enrollment Specialist I	Reports To: Chief Operations Officer
Department: Administrative	Position Number:
FLSA: Exempt___ Non-Exempt___	Employment Type: FT___ PT___ TEMP___

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. Clínica Tepeyac is actively pursuing a strategic vision to more than double patient visit capacity, with the addition of pharmacy and dental services in the next 3-5 years.

JOB SUMMARY:

The Enrollment Specialist I will screen and determine patient eligibility for programs to include Colorado Indigent Care program, Clínica Tepeyac Sliding Fee Discount and facilitate enrollment for affordable health insurance coverage through the Health Insurance Marketplaces, Children’s Health Insurance Program (CHP+) and Health First Colorado (Medicaid). The Enrollment Specialist I will also provide patients with education and information regarding Clínica Tepeyac’s Policies and Procedures, access to care and integrated services offered at Tepeyac.

A. MINIMUM QUALIFICATIONS:

- **Education:** High School diploma or GED or more 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, keep up with update 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.
- Basic knowledge of health insurance and health service delivery.
- Bilingual English/Spanish.

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.
- Screen and assist patient in completing CICP and clinic discount applications.
- Deliver general education about First Health Colorado, PEAK, Presumptive Eligibility, CHP+, CICP and Clinic discount, other insurance programs and services that patients may be eligible for with

Clinica Tepeyac.

- Follow policies and procedures as set forth by the Colorado Department of Health Care Policy and Financing and the Colorado Department of Public Health and Environment to determine program eligibility and enrollment practices.
- Assist in completing newborn form, track and fax forms to appropriate counties.
- Attend all required program meetings, trainings and conferences.
- Outreach and participate in Tepeyac events to help promote, navigate and provide education to clients into Tepeyac and/or programs.

Patient Enrollment and Other Duties:

- 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.
- Track patient information as needed and required by Tepeyac.
- Trains and works closely with other Enrollment Specialists to ensure policies, procedures and work flow are consistent and up to date.
- Maintain adequate forms and supplies in stock.
- Fax documents as needed.
- Review EHR fax box.
- Required to attend meetings, trainings and events as outlined by Tepeyac.

- Create claims for all patient encounters.
- Adjust charges on claims per outlined procedures.
- Collects patient payments over the phone and/or in person.
- Counts monies and payments received for the day, runs daily reports in the EHR to balance and follow end of day closing deposit procedures.
- Follows Tepeyac cash handling and deposit policy and procedures.
- Other duties as assigned.

4. Supervision: None

PHYSICAL AND MENTAL REQUIREMENTS:

Physical and Mental Requirements: Place the appropriate "Amount of Time" code for each of the following:			
0 = None;	1 = less than 1/3;	2 = 1/3 to 2/3;	and 3 = more than 2/3
PHYSICAL: 1 Lifting < 10 lbs. - Light 1 Lifting 10 - 20 lbs. - Light-Med 0 Lifting 21 – 40 lbs. - Medium 0 Lifting 41 – 80 lbs.- Med Heavy 0 Lifting 81 – 120 lbs. - Heavy 0 Lifting > 120 lbs. – Very Heavy 0 Pushing/Pulling < 20lbs 0 Push/Pull 20 – 50 lbs. Other: Describe:	ACTIVITIES: 2 Sitting 2 Standing 1 Bending 0 Kneeling 0 Squatting 1 Walking (Distance) 2 Climbing (Steps, etc.) 1 Reaching (overhead, extensive, repetitive)	MENTAL/SENSORY: 3 Strong Recall 3 Reasoning 3 Problem Solving 3 Hearing 3 Seeing/Sight 3 Talk/Speak Clearly 3 Write legibly 3 Reading 3 Concentration 3 Logical Thinking	EMOTIONAL: 3 Fast pace environment 2 Steady pace 3 Able to handle multiple priorities 3 Frequent & intense customer interactions 3 Able to adapt to frequent change 3 Works under deadlines 3 Process complex info 3 Works as part of a team

ENVIRONMENTAL REQUIREMENTS:

Environmental Requirements: Place the appropriate "Amount of Time" code for each of the following:		
0 = None;	1 = less than 1/3;	2 = 1/3 to 2/3; and 3 = more than 2/3
0 Blood and body fluids 0 Biohazards (e.g., bacteria, funguses, viruses) 0 Radiation (ionizing, laser, microwave) 0 Toxins, cytotoxins, poisonous substances 0 Chemicals 0 Hazardous materials other than blood and body fluids 1 Communicable disease 1 Combative situations	1 Working Outdoors 0 Hot, cold, wet surroundings 0 Dust, fumes, gases, mist, powders 0 Loud or unpleasant noises 0 Electrical hazards 0 Grease and oil 0 Vibration 0 Heights 0 Moving mechanical parts 0 Wear protective clothing/equipment 0 Use hand or power tools 0 Operate vehicles/machinery	DAILY ACTIVITIES? 3 Continuous keyboard use >2 hrs or intermittent keyboard use > 4 hrs 0 Performance of same motion/motion pattern every few seconds greater than 2 hours at a time 0 Vibrating or impact tools/ equipment greater than a total of 2 hrs 0 Forceful hand exertions greater than a total of 2 hours
Type of protective clothing, equipment, hand or power tools, vehicles and machinery used:		

The above statements are intended to describe the general nature and level of work being performed by an employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

This position description has been reviewed with me and I fully understand and agree to the above.

Employee Signature

Date