



HEALTH SERVICES

Posting Date: February 4, 2019

HEALTHCARE ACCESS SPECIALIST

FULL-TIME

PROVINCETOWN

SUMMARY

Under the supervision of the Director of Patient Accounts and Revenue Cycle and the Lead Healthcare & Benefit Access Specialist, the Healthcare Access Specialist is an advocate for low-income, uninsured clients facilitating access to healthcare, SNAP, WIC, and referrals to local community resources, providing case management as required. Ensures health center reimbursement for services provided to low-income, uninsured patients.

ESSENTIAL JOB FUNCTIONS*

- Advocates for patients and community members, facilitating access to public and private healthcare programs, SNAP, WIC, Sliding Fee Discounts, other federal, state, community programs and resources to benefit the overall well-being of the patient or community member.
- Understands the general policies, facts, and benefits of subsidized and non-subsidized health insurance programs under the Affordable Care Act, Medicare, and Massachusetts state health insurance programs. Must complete primary and ongoing Certified Application Counselor (CAC) curriculum and obtain all certifications. Attends all Massachusetts Health Care Training Forums, web and phone based trainings to maintain knowledge base; and disseminate information, if required, to staff and clients.
- Educates, screens, and provides application, enrollment, and post enrollment assistance for patients and community members needing insurance and other programs and resources, often requiring case management.
- Ensures health center reimbursement for services provided to uninsured patients. Counsels patients and staff to maximize patient's insurance benefits, minimize limitations, while maximizing reimbursement. Maintains an accurate eCW patient record to reflect evolving insurance eligibility status, re-classing of encounters, and keeping an accurate patient demographic record.
- Maintains accurate in-house tracking systems of client contact, enrollment and assistances statistics for grant and administrative reporting.
- Performs outreach through personal contact, print, or public speaking to inform the community of healthcare program availability. Builds relationship of trust, particularly with sometimes difficult to reach community members, by removing barriers and encouraging consistent primary healthcare and other needed services.
- Ability to work independently with minimal direction, maintaining continuous focus on the department goals, objectives, and responsibilities.
- Perform other related duties as assigned and required.

OTHER DUTIES AND RESPONSIBILITIES

Other related duties as assigned.

PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES

- Excellent organizational, interpersonal, computer, written, and verbal communication skills are required
- The position demands strong attention to detail along with the ability to multi-task, to work independently, and to be self-directed in an often fast-paced, demanding environment
- Must be able to perform basic math and use a calculator
- Associates, BA/BS required or equivalent experience.
- Two to three years in health care, public health, or social service field. Experience in third party insurance, Affordable Care Act, state insurance, entitlements programs, patient advocacy, and outreach is preferred
- Bi-lingual English/Spanish helpful, but not required

SUPERVISORY RESPONSIBILITY

None

WORKING CONDITIONS/PHYSICAL DEMANDS

Normal business office environment

HOURS OF WORK

40 per week

AAP/EEO STATEMENT

Outer Cape Health Services is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities and conflict resolution.

It is also the policy of OCHS to take affirmative action to employ and to advance in employment, all persons regardless of their status as woman, minority or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

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.