

Northwest Colorado Health

Eligibility Technician

General Statement of Duties:

Provide eligibility services at Northwest Colorado Health and Community Health Centers including Medicaid, CHP+, Colorado Indigent Care Program and Client Assistance Program (CAP).

Supervision Received:

Under direct supervision of the Eligibility Services Manager.

Supervision Exercised:

None

Essential Functions:

1. Provide application assistance and services to community members.
 - a. Work with Northwest Colorado Health billing, front desk and clinical staff as necessary to create efficient and effective flow of eligibility information among departments to all regulatory requirements regarding the provision of sliding fee services are met.
 - b. Foster and support a culture that emphasizes a “no wrong door” approach to developing programs and providing services.
2. Provide outreach, assistance and resources to families on Medicaid and CHP+ and to health care providers in the 5-county region of Northwest Colorado.
 - a. Participate in carrying out goals and objectives of various grant funded outreach, eligibility and enrollment activities.
 - b. Work with the County Departments of Human and Medical Assistance Site Services to develop and maintain effective partnerships around outreach, eligibility and enrollment activities.
 - c. Participate in community activities as necessary to promote outreach and enrollment activities and to ensure communication and collaboration with other community partners.
 - d. Participate in statewide activities as necessary to maintain an in depth and up-to-date understanding of public assistance programs.
3. Participate in Agency Performance Improvement activities.
 - a. Provide accurate data collection in order to capture the full range of eligibility, enrollment, and outreach activities.

This description of essential functions is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

High school diploma or equivalent degree is required. Some college or equivalent work experience is preferred.

Experience:

Experience with health and human services, prefer direct experience with public assistance programs. Management or supervisory experience preferred.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current two-step Tuberculosis screening or completion upon hire.

Skills:

1. General office skills including typewriter, phone, copier, fax machine, and computer.
2. Proficient in Microsoft Office applications including Word, Excel, and Outlook.
3. Familiarity with electronic databases and collection of program data.
4. Ability to use or learn to use a wide variety of computer applications.
5. Able to perform basic mathematical calculations.
6. Excellent interpersonal skills.

Knowledge:

1. Knowledge of Community Health Center, including eligibility services, agency, and community resources.

Abilities:

1. Communicates effectively and professionally with staff and client families.
2. Able to effectively utilize computer software and hardware provided.

Equipment:

1. Equipment includes phone, fax, copy machine, typewriter, and computer.

Working Conditions:

1. Work environment is variable, as services are performed in clinics, private home, and various community settings. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties,

responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____