



**Job Description: Outreach and Enrollment Specialist / Eligibility Screener**

Title: **Outreach and Enrollment Specialist**  
Supervisor(s): Director of Outreach and Compliance  
Department:  
FLSA Status:  
Pay Range:  
Effective Date: \_\_\_\_\_

**Job Summary**

The Outreach and Enrollment (O&E) Specialist will provide eligibility and enrollment assistance for the Medicaid, CHIP, and Federal Marketplace health insurance programs to uninsured patients of the health center and community residents. The Outreach and Enrollment Specialist will conduct in-reach, outreach, and education activities to existing health center patients and non-health center patients about affordable insurance options and help them enroll. This O&E Specialist will also do eligibility screening of current Hope Clinic patients and will make O&E assistance appointments accordingly.

**Duties and Responsibilities**

1. Provide application and renewal assistance and facilitate enrollment in a health insurance program by providing fair, impartial, and accurate information.
2. Maintain knowledge and expertise in eligibility, enrollment, and program specifications of the Medicaid and CHIP programs and have some basic knowledge of the Qualified Health Plans (QHP).
3. Conduct monthly in-reach, outreach and education activities to existing health center patients and community residents to promote awareness about coverage options under Medicaid, CHIP, and the Marketplace.
4. Assist with the development of marketing and promotional materials for outreach, application assistance and education activities.
5. Provide culturally and linguistically appropriate services and ensure physical and other accessibility for people with disabilities.

6. Provide information and assistance in the applicants preferred language and or provide limited-English proficiency applicants with oral and written notices of their rights to receive language assistance services and how to obtain such services.
7. Provide referrals for people with questions, complaints, or grievances to any applicable office of health insurance consumer assistance or health insurance ombudsman, or any other appropriate state agency or agencies.
8. Ensure the protection and security of personal, confidential and identifiable information in a professional and responsible manner and carry out all measures to prevent from unauthorized disclosures.
9. Demonstrate and maintain the standards and requirements of the Health Insurance Portability and Accountability Act (HIPAA).
10. Participate in monthly conference calls and/or supplemental in-person trainings and workshops and provide updates to discuss issues, best practices, and modifications or challenges with the online application systems for Medicaid, CHIP, and/or the Federal Marketplace.
11. Screens current patient panels, using Electronic Medical Records (EMR), for possibility of qualifying for programs such as Medicaid, CHIP, or Marketplace. Contacts patients to make appointments for enrollment assistance.
12. Performs other duties as requested by Director of Outreach and Compliance, COO, or CEO.
13. This job description shall include, but is not necessarily limited to, the above duties. Candidate may temporarily perform other duties as assigned to maintain operations and services.

### **Knowledge, Skills and Abilities**

#### *Required*

- Computer skills with Microsoft Windows and Office Professional (Word, Excel, and PowerPoint) and the internet
- Strong interpersonal skills
- Strong oral and written communication skills
- Able to operate copier and fax
- Able to organize work and follow instructions
- Able to maintain confidential documents and information
- Ability to work effectively and professionally in a fast-paced environment

#### *Preferred*

- Bilingual (English and Spanish)

**Credentials and Experience**

*Preferred*

- Outreach experience
- Working knowledge of Texas Medicaid Programs
- Degree in Social Work, Public Health, or similar field from an accredited college or university.

**Special Requirements**

- Pass a stringent screening to determine any history or record of any misconduct or criminal activity;
- Have credible references to qualify;
- Requires sitting, standing and walking for extensive periods of time. Requires working under deadlines or working irregular hours. May require exposure to communicable diseases, body fluids, toxic substances, medicinal preparations and other conditions common to a clinic environment. The employee frequently is required to reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Ability to work with a moderate noise level in the work environment is required.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer.*

*If the essential functions of this position cannot be performed in a satisfactory manner by the employee, reasonable accommodations may be made.*

**Signature of Incumbent and Supervisor**

***I hereby acknowledge that I have read and understand the above mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.***

Incumbent: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_