

Native Village of Eyak
Ilanka Community Health Center
705 Second St.
P.O. Box 2290
Cordova, Alaska 99574-1388
P (907) 424-3622 * F (907) 424-3275
www.eyak-nsn.gov



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilanka Community Health Center Patient Outreach / Enrollment Specialist

Team: Health and Wellness Team
Reports to: Operations Manager
FLSA Status: Non Exempt from Overtime

Salary range: \$12.25–\$15.98 per hour
Schedule: 40 hours per week
Last Revised: July 2013

The Ilanka Community Health Center (IHC) Patient Outreach/Enrollment Specialist provides Customer Service in all aspects of front desk clinical care and reaching out to members of the community.

This position performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments.

The Outreach and Enrollment Specialist is a full-time position responsible for outreach and education to the health center patients as well as community residents regarding their health insurance options. This position is also responsible for assisting persons to enroll for these insurance options.

Responsibilities/Duties:

- Conduct “in reach” activities with currently uninsured health center patients and “outreach” to non-health center persons in the health center’s service area
- Help individuals understand and access affordability options, following all training guidelines
- Provide information and assistance in a fair, accurate, and impartial manner
- Provide information and assistance in a manner that is culturally and linguistically appropriate to diverse communities and accessible to individuals with disabilities
- Provide referrals to any applicable office of health insurance consumer assistance
- Provide education to health center staff regarding insurance options so that they can assist in educating their patients/clients
- Represent the health center at health fairs and other events to provide education regarding health insurance coverage
- Participate in all trainings required for this position
- Must maintain strict confidentiality policy
- Answer telephone calls, make appointments, answer questions, take messages for staff
- Promptly and politely check in and check out patients for their appointments
- Obtain insurance information at each visit
- Keep reception and waiting area clean and tidy
- Promotes and offers sliding fee scale paperwork to all patients
- Distribute correspondence from fax to appropriate persons and/or scan into EHR
- Collects, enters data and verifies patient demographic information
- Closes clinic office
- Completes daily deposits
- Asks patients for payment at the time of service and processes payments
- Contact for patient billing question/concerns
- Make payment arrangements when appropriate

- Must be able to work independently
- Other duties as assigned

Competencies (Knowledge, Skills and Abilities)

Good communication and organizational skills. The Ilanka Community Health Center Patient Outreach/Enrollment Specialist should be able to multi task while presenting a calm and welcoming manner. Attention to detail is of utmost importance. Must have the ability to learn new software programs, procedures and work with the ICHC team to provide quality patient care at a front desk level. Good computer, Microsoft office and telephone skills.

Experience Requirement:

Successful applicant should have at least two years customer service experience and/or at least one year working in an office environment

Education Requirements:

The Outreach and Enrollment Specialist must have a High School Diploma or equivalent

Performance standard

Regularly sit for long periods of time to complete tasks

Regularly bend, crouch, stand, move about to complete work

Typically lifts 10 lbs to coordinate work

Regularly manipulate electronic data to gather, input and otherwise coordinate work

Typically uses office machines such as multi-line phones, faxes, scanners or otherwise communicates, corresponds and completes these tasks associated with office machines

Environmental Factors

Majority of work will be completed in an office within a medical primary care clinic

Exposure to Hazards: Housekeeping Products

Blood/Fluid Exposure Risk:

Category II: Usual tasks do not involve exposure to blood, body fluid, or tissues but job has potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required

Disclaimer

Nothing in this job description restricts NVE's right to assign or reassign duties and responsibilities to this job at any time. By signing below I acknowledge receipt of this job description and that my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date

Team Leader Signature

Date