



Wellness is Traditional

JOB ANNOUNCEMENT

Position Title: Patient Advocate
Department: Fiscal Department
Supervised By: Grant Writer
Location: Alpine and/or Campo
Status: Non-exempt
Posted: October 2016
Closing Date: Until Filled
Compensation: \$15.00-\$22.64/Hr DOE
Grant Funded: N/A
Clinic Hours: Monday-Friday, 8:00AM-4:30PM Willingness to work flexible hours including some evenings and weekends.

GENERAL STATEMENT OF RESPONSIBILITIES:

The Patient Advocate initiates and completes the application process for Medi-Cal, Medicare, Covered California and/or other health programs for patients/clients. Executes, collects, and submits all the necessary documentation to apply for health insurance benefits and/or programs. This position will track patients/clients approved insurance benefits related to redetermination, renewals, and appeal process for denials. Provide education to the community of the importance of obtaining health insurance benefits and/or programs. Work closely with all departments to recognize and inform uninsured patients/clients of the benefits of obtaining health insurance.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Offers advocacy services to uninsured patients and their families to inform them of the availability and eligibility requirements of various health insurance coverage (Medi-cal, Medicare, HMO/PPO) and/or programs (CalFresh, IHSS, HICAP for pre-Medicare beneficiaries).
2. Advocacy services includes becoming the "Appointment of Representative" and building then maintaining rapport with the patient/client.
3. Submit applications for patients and their families for qualified health insurance benefits to assure accuracy of required documentation and timely follow-up on those applications.

4. Meet with patients outside of clinic (with supervisor approval) to assure completion of applications.
5. Prepare Weekly Reports of enrollment progress and outreach efforts.
6. Monitor patients and families for continuous coverage in various programs.
7. Maintain current knowledge base regarding insurance terminology such as benefits, co-pays, health plan network – and disseminate information regarding any changes.
8. Work with county eligibility workers and county offices to create a positive working relationship. Create/maintain contact list with numbers (phone, fax)
9. Demonstrate ability to set priorities to accomplish tasks and work effectively:
 - a. Maintain client files for all applications/correspondences
 - b. Communicate in the file steps taken to complete application
 - c. Schedule follow-up appointments/phone calls with patients and case workers
 - d. Provide PRC/Billing department proof of approved health insurance coverage and/or programs
 - e. Ensures confidentiality of patient/client, employee, and Tribal records
 - f. Maintains a clean and organized work area
10. Collaborate with SIHC events to conduct outreach events for Covered CA related topics for the community.
11. Maintain knowledge of county, state, federal, tribal policies on eligibility for services as well as financial resources for Indian people in the service area.
12. Assist, explain, educate, and advocate for individuals concerning benefit changes, plan changes, disenrollment, re-enrollment, and appeals.
13. Must attend all mandatory department trainings, CEC required trainings, and other trainings deemed necessary.
14. Displays a responsive and professional manner in promptly responding to all requests, complaints, and problems.
15. Recognizes that each employee is a representative of Southern Indian Health Council (SIHC) and is responsible for demonstrating courtesy, respect, and sensitivity to the needs of all others, including visitors and co-workers.
16. Represents SIHC and the department in a positive and professional manner in the community.
17. Required to maintain proper attendance including reporting to work on time in accordance with applicable policies.
18. Due to changes and modifications in the job from time to time, employees are required to be flexible and assume other responsibilities assigned by management as deemed necessary.

QUALIFICATIONS:

Education/Experience: Associates of Science degree or Navigator or enrollment counselor with one to two years of professional, supervised experience will be considered.

Certified Enrollment Certificate is required, if not certified at the time of hire; employee must become certified within 90 days of hire and must maintain certification for the duration of employment. Employment is contingent of this requirement.

Knowledge of computer applications to include Microsoft Office. Travel may be necessary.

License/Certifications: A valid California driver's license will be required at the time of appointment and must be maintained throughout employment. Applicant must be insurable under SIHC vehicle insurance policy at the time of hire and throughout employment.

Certifications and/or licenses appropriate to the positions required education and profession must also be valid and maintained.

Character: Applicants must have a reputation for honesty and trustworthiness. Must be responsible and able to exercise good judgment, accept administrative supervision, pay attention to detail, follow instructions, including the ability to interact effectively and communicate with people in a professional and courteous manner. Must be highly confidential and respect confidentiality to all limits of the governing laws and ethics. Applicant must be able to work as a team with other staff. Applicant should be sensitive to client's needs and knowledgeable about the local Indian community.

Other: Applicants should have thorough knowledge of the laws, rules, and regulations governing substance abuse treatment, patient records, and reporting procedures. Applicant must be versed in crisis intervention techniques and the cultural practices of Native Americans.

Applicants must successfully pass a pre-employment tuberculin skin test or x-ray, and blood/urine screening test. Health must be adequate to perform all duties of the position. Applicants must complete a SIHC application and submit it to Human Resources.

INDIAN PREFERENCE

INDIAN PREFERENCE: In the filling of any SIHC job vacancy, preference may be given to qualified Native American Indians, pursuant to the Indian Preference Hiring Act, 25 USC 472, unless other laws require the filling of a vacancy without regard to Indian preference (e.g. Public Law (P.L.) 94-437, "Indian Health Care Improvement Act (IHCA). To receive Indian preference for any SIHC position, the applicant must be enrolled, or be eligible for enrollment, as an American Indian with their Tribe, or must be certified as an American Indian from the designated Tribal Representative. Applicants claiming Indian preference must attach verification of their claim to the SIHC application, including Certification of form BIA-4432, which is available from the SIHC Human Resources Department. If verification is not or cannot be verified, the applicant will not receive Indian preference for purposes of the interview.