



313 Jefferson Ave  
Toledo, OH 43604  
419.720.7883 ext. 212

## Medicaid Specialist

*Reports to Manager, Patient Access*

### GENERAL FUNCTION:

Responsible for providing excellent customer service in delivering education, outreach and in-person assistance to patients to obtain Medicaid and/or other health coverage and benefits. Identify patient needs, screens for eligibility and provides assistance in obtaining resources through application process. Coordinates with team members to provide complete and positive services for the patients.

### DUTIES:

- Meet with patients to identify relevant financial assistance resources and or payor sources. May provide assistance at various locations, including NHA clinic locations, community events, and/or patient/client homes
- Screens patients/clients for eligibility for entitlement programs and assists patients/clients in completing necessary applications to obtain the resources
- Qualify applicable patients/clients for the appropriate health benefits. Ensures forms are fully completed and submitted in a timely manner and information is accurately entered into Patient Management System
- Coordinates the provision of services provided to the patient/client including scheduling appointments in the Patient Management System
- Call uninsured or underinsured patients who may qualify for health benefits to discuss possible benefit options and to offer assistance
- Review patient schedule to identify and meet with patients with upcoming appointments who may qualify for health benefits or need financial assistance
- Identify and address patient barriers to ensure continuity of health coverage and other benefits
- Act as a patient advocate throughout the health benefit enrollment process
- Maintain up-to-date knowledge of current health benefit options and be able to assist patients and staff with health benefit questions
- Maintain complete and accurate patient financial assistance files

- Follow up with patient calls where necessary
- Maintain patient/client confidentiality per HIPPA and NHA Corporate Compliance Program
- Participate in cross training and work as part of a team to facilitate patient care
- Participate in staff and quality improvement meetings and trainings as necessary
- Will be knowledgeable of LEP policy in order to accurately manage our non-English speaking patients
- Maintain a friendly, courteous, and professional tone when handling all incoming calls
- Performs other duties as assigned by supervisor

**Attendance:**

Regular physical attendance at the worksite(s) is an essential function of this position as client interaction and staff supervision cannot be performed remotely.

**QUALIFICATIONS:**

- A high school diploma or equivalent, bachelor's degree is preferred
- Preferred, minimum 2-3 years of working with health insurance products
- Knowledge of current public coverage programs, including extensive knowledge of Medicaid
- Ability to communicate effectively written and verbally, face-to-face and over the phone
- Ability to become certified as a Federally Certified Application Counselor for the Individual Marketplace. Certification obtained through the CMS website.
- A valid Ohio Driver's License and auto insurance with an acceptable driving record. Reliable transportation and willingness to travel throughout Lucas County
- Knowledge of basic computer programs (Microsoft Office Suite)
- Ability to work closely and effectively as a team player with NHA staff, community leaders, and health professionals
- Be required to keep up to date on any changes regarding Medicaid applications
- Possess a strong desire to carry out and promote the mission and vision of Neighborhood Health Association
- Detail oriented along with the ability to manage time efficiently.
- Good interpersonal skills, as will be developing relationships with the Care Coordinator department

- Pleasant and professional demeanor and temperament during times of stressful and difficult situations
- Ability to relate effectively to a diverse group of patients in a professional and courteous manner
- Must be able to work independently in a fast-paced environment with regular interruptions
- Must be able to perform multiple tasks and detailed work, problem solve, reason and perform basic mathematical calculations.

Benefits: Health, Dental, Vision, Life Insurance and 403(b) Retirement Plan

Paid Holidays (10 per year)

Hourly: \$13.50 or \$16.00 (with 3 years certification)

Full Time position (37.5 hours per week)

Monday - Friday (8:00am to 4:30pm); summer hours (8:00am to 5:30pm M-TH and 8:00am to 11:30am Friday)