



Position Description

Position Title: Outreach and Enrollment Specialist
Department: Support
Classification: Nonexempt
Supervisor: Outreach and Enrollment Lead

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities or requirements of this position. Employees are expected to perform other functions as assigned or requested to further support the organization's mission.

Mission Statement:

The Mission of Wilmington Community Clinic is to provide quality nondiscriminatory health services to improve the health and well-being of all served

Position Summary

The Outreach and Enrollment Specialist is responsible to provide opportunities for community residents who lack access to healthcare and health insurance, provide enrollment and application follow-up assistance and build/strengthen enrollment collaborations with local partner organizations. The goal of the Outreach and Enrollment Specialist is to increase health insurance coverage and access to quality health, dental and behavioral health care for community residents.

Essential Position Responsibilities

- Provide enrollment assistance (including but not limited to completing coverage applications, gathering required documentation and troubleshooting the enrollment process) for uninsured children and adults to access subsidized, low cost and free health insurance programs through the health insurance marketplace, Medicaid, and other programs
- Provide structured patient education on health coverage, engage in follow-up conversations and offer renewal assistance for enrolled individuals.
- Distribute outreach materials to patients, community members, partner organizations and businesses to build coverage option awareness.
- Develop, discover and attend community events in order to promote coverage options, spur enrollment and build referral linkages.
- Collaborate with various local organizations to build awareness of coverage options, spur enrollment and build referral linkages.
- Accurately provide required reporting to track goal achievement and client satisfaction
- Assist in the development and implementation of organizational outreach and enrollment initiatives.
- Knowledge of State and Federal programs to ensure reimbursement from Medicare, Medi-Cal and other third-party payers



- Knowledge of health plans and ability to effectively communicate these requirements to physicians and administrative personnel under time-urgent conditions.
- Input patient's basic demographic information and insurance status in the practice management and electronic health record software, updating information as needed; assess patient's financial eligibility
- Maintain communication/correspondence with insurance/IPA/program carrier
- Attend meetings and complete trainings as required.
- Identify community organizations to support and/or collaborate in outreach efforts
- Participate in outreach activities and agency events as needed; market clinic services including distribution of flyers and brief presentations.
- Maintain documentation of attendance
- Available to work Weekends and evenings if needed
- Follows clinic policies and procedures to ensure that the principles of WCC are implemented
- Demonstrate understanding of WCC policies and procedures.
- Interacts with patients, physicians, staff, vendors, and visitors in ways that demonstrate caring and reflect the WCC mission and philosophy.
- Fosters an environment that promotes trust and cooperation among all staff of WCC
- Attends WCC meetings as required
- Other duties as assigned.

Skills

- Microsoft Office and telephone protocol.
- Duties require professional verbal and written communication skills.
- Excellent customer service skills required.
- Ability to remain organized while managing multiple details
- Ability to communicate effectively
- Medical terminology
- Professional demeanor and appearance a must.
- Bilingual English/Spanish preferred.
- Punctuality and excellent attendance required.

Education and Experience

- High School Diploma or GED
- One year of general clerical and customer service experience
- Previous experience in government program eligibility and screenings
- Valid California Driver's License, auto insurance and available transportation

Supervisory Responsibilities

This position does not have any supervisory responsibilities.



Physical Requirements

Position requires prolonged hours of sitting at a computer, standing and walking in a clinic setting. Ability to lift up to 20 pounds may be required.

Work Environment

Code			
C = Continuously (70% or More)	F = Frequently (40-70%)	O = Occasionally (15-40%)	R = Rarely (Less than 15%)

Please use the codes above to complete the table below

	Code
Working indoors in a clinical setting	F
Working indoors in an office setting	C
Working indoors & outdoors delivering materials/transporting clients	R

Please check the statement that represents the Work Environment for this position

Routine exposure to blood or body fluids	x
Possible exposure to blood or body fluids	
No exposure to blood or body fluids	

Travel Requirements

Frequent travel to local meetings and events; some travel between clinic sites

Acknowledgement:

I have read and received the Patient Liaison-Outreach Position Description. understand that this description is a summary of responsibilities and is not intended to be an all-inclusive list. My position may include additional responsibilities as required. My signature below indicates receipt of this document and does not alter the at-will employment relationship in any way. If I have any questions about my Position Description or about my position I may contact my supervisor.

Employee Signature

Employee Name Printed

Date