



VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:	CERTIFIED APPLICATION ASSISTOR
REPORTS TO:	DIRECTOR OF HEALTH EDUCATION PROGRAMS
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

Under the supervision of the Director of Health Education Programs, the Certified Application Assistor is responsible for serving and helping individuals and their families understand their medical coverage options, determine eligibility and enroll in an affordable health insurance option such as Covered California, Medi-Cal, Medicare, etc. The CAA will educate patients as to what services are available to them and provide enrollment referrals or assistance to public or private health service products.

DUTIES AND RESPONSIBILITIES:

1. Assistant applicants to accurately complete application(s) and successful enrollment/re-enrollment into government sponsored health insurance programs.
2. Actively encourage and enroll new members by meeting program standards for application completion and lead generation.
3. Provide follow up on all pending applications to ensure enrollment process is successful.
4. Develop and maintain a resource database of healthcare and other enabling services available as well as eligibility requirements for clients.
5. Participate in planning discussions and meetings to assist in developing tactical plans to support outreach and enrollment goals.
6. Participate in outreach and community events as needed.
7. Prepare and submit daily/weekly productivity reports.
8. On a temporary basis, may be required to work at any satellite facility.
9. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
10. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
11. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
12. Practice CICARE phone etiquette during all phone interactions.
13. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
14. Respect privacy and dignity of our patients, family members, visitors and co-workers.
15. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
16. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
17. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
18. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
19. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. High school diploma or GED equivalency
2. Minimum 1-2 years of health programs and/or community experience
3. Current Basic Life Support Card
4. Familiar with the various insurance programs; currently are or have previously obtained Certified Enrollment Counselor certification
5. Highly motivated and creative individual with lots of energy
6. Strong customer service skills (preferably within a service industry) and maintain an effective and positive working relationship with staff and customers
7. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
8. Ability to communicate to patients in a pleasant manner and show professionalism at all times
9. Be self-motivated, independent and have the ability to prioritize work and meet deadlines
10. Must be computer literate and have working knowledge of computerized accounting and MS Office Suite (e.g. Word, Excel, Visio, etc.)
11. Modern office practices and procedures (including email)
12. Must have excellent attention to detail
13. Fluent conversation English/Spanish is preferred
14. Ability to be flexible with work schedule and available to work at all site locations
15. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage.
16. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination’s which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Affirmative Action Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee’s Signature

Date