



Job Title: Enrollment Specialist
Reports To: Chief Financial Officer

Summary

The Enrollment Specialist is responsible for assisting Ethne patients in enrolling in benefits programs that may be available to them. The Enrollment Specialist will meet with patients, assess which benefits they may be eligible for, and assist the patients with the enrollment in these benefits. The Enrollment Specialist will also assist the resource team with other patient support tasks as needed.

Note: This is currently a 90 day temporary position, there may be the opportunity to stay on beyond that depending on the success of the program.

Major Duties & Responsibilities: Job Skills

- Assist with determining patient eligibility for enrollment in benefits programs including Medicaid, Medicare, ACA, or other benefits programs if available.
- Once patient eligibility is determined they will assist with enrolling patients in the benefit programs they are eligible for.
- Track enrollment applications and the responses received, assist patients with responding to inquiries and communications from benefits programs.
- Track re-certifications for patients for continued benefits enrollment.
- Assist patients as needed with calls to insurers to determine their benefits and to make any adjustments required (re-assigning PCP, checking deductibles, etc).
- Track enrollment metrics and results.
- Assist with any other tasks as assigned by the Resource Team Manager.

Qualification, Education, Experience

- Two (2) years experience working with government benefits program enrollment.
- Computer proficiency and a working knowledge of Microsoft programs required.
- Must be a United States citizen or legally authorized to work in the United States.
- Interpersonal skills necessary in order to effectively interact and promote exceptional service to our patients, families, physicians, fellow employees and volunteers by displaying attitudes and behaviors that reflect compassion, respect and dignity to everyone we serve.
- Ability to speak a second language in a bonus, but not a requirement.
- Experience working with people from diverse cultures.

Required Skills/abilities:

- Excellent verbal and written communication skills.
- Familiar with common state and government benefits programs.
- Ability to keep track of multiple priorities and navigate government processes.
- Superior interpersonal skills and ability to work extremely well as part of a team.
- Familiarity with working cross culturally with people from diverse backgrounds and cultures.
- Familiar with government benefits programs and enrollment.



Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence and reports; Ability to effectively present information in one-on-one and small group situations to patients, visitors, and other employees of the organization.

Cultural Expectations

- Understands Ethne Health's Mission Statement, Vision Statement and Values
- Consistently displays Ethne Health Mission on a daily basis
- Treats patients, visitors and co-workers with love and respect

Attendance Standards

Punctual and dependent for assigned/confirmed shifts

This document is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities required of personnel so classified.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

Salary/Benefits:

- \$21/hour - Part Time 20 hours per work
- If the role is continued beyond 90 days then PTO is available according to Ethne PTO schedule.
- If the role is continued beyond 90 days then Medical, Vision, Dental, Life Insurance Benefits are available if working over 20 hours per week
- Maternity/Paternity Leave Benefit
- This is a temporary (90 day) position. We will re-evaluate near the end of the 90 days depending on the success of the program.

To apply please email cover letter and resume to Adam Cox at adam.cox@ethnehealth.org