



## **Ravenswood Family Health Center Bilingual Certified Enrollment Counselor**

### **JOB ANNOUNCEMENT**

**Position:** Certified Enrollment Counselor  
**Reports To:** Enrollment and Eligibility Manager  
**FLSA Status:** Non-Exempt

#### **Summary:**

The Certified Enrollment Counselor works under the direct supervision of the Enrollment and Eligibility Manager to screen and provide enrollment assistance to uninsured adults and children in San Mateo County. This position participates with various community enrollment sites and attends community health events. S/He is responsible for eligibility screening, conducting enrollments, responding to inquiries and registering or re-registering new and established Ravenswood Family Health Center (RFHC) patients.

#### **Essential Duties and Responsibilities**

*To be conducted in accordance with RFHC Policies and Procedures*

- Become a Certified Enrollment Counselor (CEC) through the State of California via the IPASS Website and a Community Health Advocate by attending training through the Health Coverage Unit (HCU).
- Assist applicants in gathering the verification documents needed to apply for various Federal, State, Community Programs via the One-e-App, and CalHEERS application processing systems.
- Enter application information in One e-App, CalHEERS and NextGen practice management system.
- Facilitate the screening and referrals of all Gateway well child visits to determine if these uninsured children are eligible for coverage.
- Collaborate with Human Services Agency MediCal Benefits Analysts, Health Plan of San Mateo, San Mateo Medical Center, Health Coverage Unit (HCU) and community-based organizations on improving the delivery of the various program services.
- Participate in the HCU CBO monthly coalition and regional health outreach meetings to discuss issues regarding outreach barriers and best practices, retention strategies, eligibility processing issues, etc.
- Conduct community and interagency presentations on various healthcare insurance programs and County coverage programs (MediCal, Healthy Kids, Kaiser Child Health Plan, ACE, ACE Fee Waiver, Covered California Plans, and internal Sliding Fee Scale).
- Participate in community health events to inform and screen uninsured families eligible for MediCal, Healthy Kids, Kaiser Child Health Plan, ACE, ACE Fee Waiver, Covered California and Internal Sliding Fee Scale.
- Educate Medical, Dental, Women's Health, Behavioral Health, Optometry, Referrals and Imaging staff about the eligibility and enrollment process.
- Review applications on a monthly basis to confirm whether cases are pending, approved or denied.
- Inform Educate and Review coverage payments and details of coverage with applicant.
- Assist applicants with billing and payment questions.
- Conduct telephone enrollments and/or Home Visits when needed.
- Link information from One-e-app to Ravenswood Family Health Center's NextGen system.

- Register new and re-register established patients by entering demographic information into the computer, printing out a registration form, having the patient sign the Consent for Treatment Statement, and filing the registration form in the medical record.
- Collect Power of Attorney, Guardianship, Emancipation, Asylum or any other legal form pertaining to identity or patient care.
- Able to maintain all patient information Confidential at all times.
- Assist patients in navigating to other internal and external services as needed.
- Ability to provide consistent and accurate case management with minimal supervision on an ongoing basis, including but not limited to charting, referrals, follow-ups, and other important eligibility and enrollment information.
- Greet patients and visitors in a prompt, courteous and helpful manner.
- Answer telephones, provides information, screens calls, take messages, and/or directs calls to the appropriate individual.
- Screen visitors and responds to routine requests for information.
- Maintain work area neat and orderly manner.
- Able to assist as a float covering Front Desk, and Operator when needed.
- Other duties as assigned and requested

### **Qualifications**

- High School Diploma or G.E.D. and two years of office work experience.
- Bilingual Spanish/English required, Tongan and/or Samoan highly desirable
- Experience in a healthcare setting strongly preferred
- Excellent customer service skills
- Knowledge of business office procedures with word processing and computer experience
- Reliable, organized, detail oriented; able to understand and carry out oral and written instructions; to maintain complex records and files; and to meet and deal effectively with the public
- Ability to work with all types of clients regardless of their immigration, race, housing or financial status.
- This is a highly confidential position requiring mature judgment and compliance with HIPPA, audit requirements and other regulations.
- Commitment to support and implement the philosophy, goals, and objective of RFHC
- Ability to work under pressure and handle multiple tasks

Qualified Applicants should submit their resumes to:

[resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org)

FAX: 650.321.8576

Note: Only qualified applicants will be contacted. Please do NOT contact HR to ask for the status of your resume as those calls will not be returned.