



JOB DESCRIPTION

| PERSONNEL OFFICE USE ONLY | | | |
|---|----------------|-------------------------------|----------|
| APPROVED PAYROLL TITLE Eligibility and Patient Services Specialist | EFFECTIVE DATE | DATE | INITIALS |
| NEW POSITION/REPLACEMENT | | FLSA STATUS: Hourly/Part-time | |

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| 1. <input type="checkbox"/> RECRUITMENT <input type="checkbox"/> REVIEW <input type="checkbox"/> RECLASSIFICATION <input type="checkbox"/> UPDATE OF JOB DESCRIPTION | | 2. A. SALARY RATE \$16 – \$20 per hour | |
| 3. EMPLOYEE NAME | | 4. CURRENT PAYROLL TITLE Eligibility Specialist | |
| 5. DEPARTMENT/DIVISION ANCHORAGE PROJECT ACCESS | 6. WORK LOCATION APA OFFICE 2401 E 42 ND AVE SUITE 104 ANCHORAGE, AK | 7. WORKING TITLE (IF DIFFERENT) | |
| 8. NAME OF SUPERVISOR Melinda Freeman | 9. SUPERVISOR’S PAYROLL TITLE Executive Director | 10. NAME OF DEPARTMENT HEAD MELINDA FREEMON | |
| 11. SUPERVISION/DIRECTION RECEIVED Indicate the type of supervision the incumbent will receive after the training/orientation period. <input type="checkbox"/> CLOSE SUPERVISION <input type="checkbox"/> SUPERVISION <input checked="" type="checkbox"/> GENERAL SUPERVISION <input type="checkbox"/> DIRECTION <input type="checkbox"/> GENERAL DIRECTION | | | |
| 12. POSITIONS DIRECTLY SUPERVISED none | PAYROLL TITLE Eligibility and Patient Services Specialist | FTE .5 20 hours | |

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| 13. GENERAL SUMMARY OF DUTIES/RESPONSIBILITIES |
| <p>Facilitates efficient and respectful eligibility screening and enrollment services for individuals applying to participate in the APA pro bono health services program by removing barriers to care. Provides timely guidance and technical assistance to individuals navigating health care systems. Provides administrative and program assistance for Anchorage Project Access as needed.</p> <p>Objectives of the position:</p> <ul style="list-style-type: none"> • Maintain and enhance APA eligibility screening and enrollment processes to facilitate access to donated medical and dental health care; • In collaboration with individuals seeking health care and, in consultation with referring agencies, identify and ameliorate barriers to care for underserved individuals whenever possible; • Foster trust and confidence in APA through respectful and timely communication with patients, providers, community partners, and volunteers; • Support individuals to access health care and social service information through self-advocacy; • Contribute to continuous process improvements by taking an active role in all APA service enhancements and supporting other APA roles as needed. |

| 14. ESSENTIAL DUTIES OF THE JOB | | |
|---|---|---|
| PERCENT OF TIME (Time of all duties must add up to 100%) | FREQUENCY (Daily, weekly, monthly, quarterly, yearly) | ESSENTIAL DUTIES* (List in order of importance) |
| 75% | Daily | Work directly with individuals, providers, and partner organizations to promptly and efficiently complete residential, financial, and medical eligibility screenings for patients seeking donated health & dental care services through APA by adhering to program policies and procedures. |
| 15% | Daily | Adhering to HIPAA regulations, communicate with patients, referring providers and others within 1 business day if possible, by checking and responding to voicemail and email messages |
| 5% | Daily | Enter all information into daily, weekly, monthly, and quarterly tracking systems. |
| 4% | Daily | Other duties as assigned |

| 15. NON-ESSENTIAL DUTIES OF THE JOB | | |
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| PERCENT OF TIME | FREQUENCY | NON-ESSENTIAL DUTIES |
| 1% | Monthly | Respond to individuals seeking services on a walk-in basis |

16. REQUIREMENTS: To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the Essential Duties of the job. Use these codes to complete this section: "F" for Frequently; "O" for occasionally; "N" for not at all.

| PHYSICAL On the job employee must: | MENTAL On the job employee must be able to: | ENVIRONMENTAL On the job the employee: |
|---|---|--|
| (F) Bend (F) Sit (O) Squat (F) Stand (N) Crawl (F) Walk (N) Climb (O) Push/Pull (O) Kneel (F) Handle objects (manual dexterity) (O) Reach above shoulder level (F) Use fine finger movements () Other: Must carry/lift loads of: (O) Light (up to 25 lbs) (N) Moderate (25-50 lbs) (N) Heavy (over 50 lbs) | (F) Read/comprehend (F) Write (F) Perform calculations (F) Communicate orally (F) Reason and analyze (O) Other: May need to present information in meetings and/or staff information table at events | (N) Is exposed to excessive noise (N) Is around moving machinery (O) Is exposed to marked changes in temperature and/or humidity (N) Is exposed to dust, fumes, gases, radiation, microwave (N) Drives motorized equipment (N) Works in confined quarters () Other: |

17. SPECIAL CONDITIONS OF EMPLOYMENT (Licenses, certificates, credentials, bondability, altered work schedules, furloughs, travel, etc.)

- Must have certification or associate degree in office administration, medical administration or medical assisting, dental services, human services, or related fields.
- May substitute two years of medical/dental or social service experience for educational requirements
- Documented experience working with diverse populations.
- Strong organizational skills
- Ability to multi-task
- Excellent oral and written communication skills
- Ability to work independently
- Proficient with Microsoft Office, Word, medical databases, and other computer software as required
- Must be able to pass a criminal background check
- Must have a current driver's license

The Employer retains the right to change or assign other duties to this position.

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| 18. EMPLOYEE'S SIGNATURE | DATE |
| 19. SUPERVISOR'S SIGNATURE | DATE |
| 20. DEPARTMENT HEAD'S SIGNATURE | DATE |