

JOB OPENING: Enrollment Specialist, Full Time: 37.5 hours/week
Upper Hudson Planned Parenthood, Troy & Hudson Office Locations
120 Hoosick St. Troy NY 12180; 804 Columbia Street. Hudson NY 12159

Trusted community healthcare agency is looking for an Enrollment Specialist who wants to make a difference, with a lot of energy and commitment to providing the best care possible to everyone who walks through our door!

Responsibilities:

The purpose of this position is to work collaboratively with all Health Center teams to identify potentially eligible uninsured or underinsured patients and pregnant women and then to work individually with identified patients to determine eligibility for specific state sponsored FPBP, Presumptive, and NYS health insurance programs. The Enrollment Specialist will track the progress of all enrollment. The Enrollment Specialist is also responsible for the process and follow-up of applications completed by all center staff. The position is deadline driven, and the incumbent must be able to multi-task and work in a fast paced environment. Completes insurance authorizations prior to patient visits.

Essential Functions:

1. Completes the full cycle of identification, enrollment, follow-up for patients to be enrolled in appropriate government benefit programs for patients seen personally by the Enroller.
2. Ensures the accuracy and completeness of applications taken by other center staff, providing assistance to the patient and/or center staff in any manner required to fulfill the application submission requirements.
3. Processes applicant's recertification, terminations and other inquires forthcoming from each LDSS including determinations of ineligibility for processing errors by the LDSS
4. Represents the client in the application process and serves as liaison between the affiliate and the appropriate governmental entity.
5. Accountable for maintaining detailed, confidential records and statistics, via the practice management system and manual methods, in order to track and evaluate all aspects of the entitlement process
6. Attains the goal of number of new enrollees and reinstatements on a consistent basis as determined by Health Center Operations and Finance through the annual budgeting process.
7. Participates in on-going training on legislative, administrative and procedural changes with regard to government benefit programs.
8. Works flexibly and cooperatively under supervision with all members of the health center staff in order to ensure maximum knowledge and support of the client.
9. Develop contacts within the community to assist in identifying, referring, and enrolling uninsured or underinsured patients
10. Consults and strategizes with LDSS to process applications
11. Interact appropriately with patients in an attempt to resolve program, enrollment, and documentation questions
12. In collaboration with the Shared Services Revenue Cycle Trainer, responsible for training and assistance to develop procedures for health centers including staff training on enrollment
13. May be required to travel to receive training and learn the methods, regulations, and procedures associated with enrollment programs
14. Performs above functions at any affiliate location as directed by supervisor.
15. Complete all responsibilities according to established protocols, policies and standard practices in the areas of customer service, and regulatory compliance programs such as HIPAA.

Qualifications:

Experience, Education and Licensure

- High school diploma or GED required, 4 year degree preferred
- 1-year work experience in an office environment and/or 1-year work experience in a customer service environment required
- Knowledge of Medicaid programs required
- Prior experience as a NYS Patient Navigator preferred
- Prior experience in a medical office and/or environment preferred
- Experience working with Electronic Health Records preferred
- Ability to communicate effectively and in a non judgmental manner or attitude
- Strong customer service skills
- Able to maintain strict patient confidentiality
- Able to attend mandatory trainings which may be off site and involve travel to alternate locations
- Ability to accommodate a flexible schedule which may include working weekends as needed
- Computer skills: Intermediate skill level in Microsoft Word and Excel is required
- Able to handle multiple tasks simultaneously
- Strong work ethic
- Able to work within a team
- Able to prioritize tasks and manage time effectively
- Strong attention to detail
- Able to handle difficult customer service situations in a professional manner
- Bi-lingual language skills preferred
- Able to meet the travel requirements of the position which will require travelling to alternate health centers and affiliates
- Demonstrates skills necessary to interpret regulations and guidelines
- Own transportation available to travel to other sites

Must have valid driver's license in order to travel to other sites

This position is being posted both internally and externally.

Upper Hudson Planned Parenthood offers its employees a competitive wage, benefits package, including health and dental insurance, holidays, paid time off, retirement plan, and much more in a friendly environment.

To apply, please send your resume and cover letter to Human Resources no later than Wednesday January 12th

One of the fundamental beliefs guiding Planned Parenthood is that the respect and value for all types of diversity in all aspects of our organization are essential to our effectiveness and organizational well-being. We are an equal opportunity employer.