



# Cow Creek Government Office

## Position Description

**Position Title:** Community Outreach Coordinator

**Department:** CCH&WC

**Reports To:** Revenue Cycle Manager

**FLSA Designation:** Non-Exempt

### **POSITION PURPOSE:**

The Community Outreach Coordinator is primarily responsible for the coordination of health insurance benefits for all clinic patients. The Coordinator screens potential patients for admission to CCH&WC services and registers patients prior to clinic visits. The Coordinator also assists patients in applying for medical and social services by assisting with applications. Outreach is provided by attending selected events with informational material, assisting with patient referrals and being a community resource for healthcare coverage information. Thoroughly understands public programs, including but not limited to the Oregon Health Plan, State of Oregon Federally-Facilitated Insurance Marketplace and have general understanding of Medicare and Medicare Advantage plans. This position also maintains current knowledge of Tribal and local human and health services available and maintains CCH&WC information published in the Tribal Resources Manual.

### **ESSENTIAL FUNCTIONS:**

- Assuring all CCH&WC patients have insurance coverage and or access to alternate resources (works closely with Purchased and Referred Care (PRC) to manage OHP applications); tracking clinic users with clinic information technology systems. Assists patients in advocacy and reimbursement resources for their healthcare needs.
- Ensures 100% of under insured and uninsured patients in the clinics are screened and signed up for insurance if they are eligible.
- Ensure that 100% of the patients that have OHA Medicaid/Medicare are proactively contacted to re-enroll to ensure continued coverage.
- Provides patient outreach and education regarding clinic program guidelines and is available for training staff on policies and procedures regarding recognizing patients eligible for assistance.
- Provides outreach services at Tribal and other local community events.
- Troubleshoot, log and respond to customer complaints regarding health insurance and alternate resources. Assure positive customer relations and service.
- Demonstrates respect and sensitivity to cultural/social differences in interactions with both patients and staff.
- Demonstrates initiative and problem solving skills using sound judgment.
- Familiar with HIPAA compliance as it relate to Treatment, Payment and Operations (TPO); maintains strict confidentiality.
- Responds to patient requests for information or services.
- Serves as liaison between Tribal members and medical staff so as to assist with wrap-around

medical and social services. Develops methods to break down barriers and make services more available to the patients and family.

- Develops cooperative relationships with other Tribal and local service providers to enhance services available to the patients.
- Prepares reports, correspondence, statistical analysis of program, and recommendations regarding program.
- Meets with all new patients. Enters their information into the registration program.
- Completes assigned tasks in a timely manner.
- Other duties as may be assigned by Clinic Director or Revenue Cycle Manager.

#### **QUALIFICATIONS:**

- High school diploma or GED equivalent, required.
- Oregon Community Partner Certification and Oregon Health Insurance Marketplace Assister Certification, preferred or the ability to complete the approved training and obtain certification within 90 days of employment.
- Two years of experience in customer service or community outreach, required.
- Experience working in a medical clinic, other health services, or social services setting, required.
- Background in working with Tribal community, or other cultural entity, preferred.
- Ability to learn and use an Electronic Health Record.
- Proficient with Microsoft Excel and Word.
- Excellent verbal and written communication skills.
- Valid Oregon driver's license, required.