

Job Title: Benefit Screener/Eligibility Worker

Classification Title: Clerical Staff	Division: South Plains Public Health District -Admin Office
FLSA Status: Non-Exempt	Primary Worksite:
Supervisor: Admin. Services Manager	
Employee Printed Name:	Employee Signature:
	Date:

Full time position. Work 40 hour work week as set forth by the Administrative Services Manager. Travel to other area offices as needed to assist in various clinics.

Qualifications:

Must be High School graduate or have GED. Bilingual preferred. Computer experience necessary, and proficiency with commonly used programs (Word, Excel, etc). Ability to learn new or existing billing and date input systems. Must have reliable transportation, and current and valid driver’s license. Must have excellent Customer Service and Phone Etiquette skills.

General Description of the Position:

Provides community service aide support to the Public Health District Programs. Must have a positive attitude and the ability to get along well with co-workers as well as all clients of the health department. Must be willing to accept responsibility and to accept instructions and direction from supervisor as well as your co-workers. Under the supervision of the Administrative Services Manager, performs client screening and eligibility determination, with on the job training for duties and responsibilities. Will frequently need to refer clients to other community health or family assistance agencies as needed. May be enlisted to perform some minimal Community Outreach, in coordination with other team members within the SPPHD team. Work assignments will be outlined and subject to frequent inspection. May be required to work unusual hours if necessary. Travel may be required. Must be able to learn agency regulations, Departmental policies, and procedures. May be required to liaison with various State agencies for the various Program Funds in the capacity of site visits, desk audits, or financial audits.

General Responsibilities and Functions:

1. Serve as interpreter for Spanish/German speaking clients.
2. Make referrals as necessary to other social services.
3. Answer telephone as necessary. We all answer the phones whether it is our responsibility or not.
4. Schedule clients and maintain clinic schedule for each day of the week.
5. Responsible for cash intake and deposits and expected to maintain highest ethics regarding money and cash disposition.
6. Performs all duties pertaining to Eligibility Screening and Determination as outlined above.

Job Duties Related to PHC Program:

Performs 35% (appx. 16 hours/week) of duties in the PHC Program which includes but is not limited to:

1. Screen persons requesting PHC services using approved Eligibility Forms tool and refer to other DSHS or Local agencies as appropriate.
2. Assist potential PHC clients in completing Current Form and make PHC eligibility determination.
3. Serve as liaison between PHC clients and contracting physician offices to schedule appointments, share information, etc.
4. Prepare pharmacy and diagnostic test vouchers as needed.
5. Calculate and collect applicable PHC co-payments as appropriate. Maintain client ledger cards, send statements, etc.
6. Maintain the PHC client's charts (eligibility and health education) at the PHC office.
7. Input PHC client and encounter information into Ahlers system.
8. Generate monthly and quarterly PHC reports and submit to SPPHD management staff.
9. Other duties as necessary to provide a "user friendly", "seamless", and "accountable" service system between the primary contractor, its local subcontractors, and the client.
10. Maintain *CONFIDENTIALITY* of patient records.

Job Duties Related to Immunizations Program:

Performs 25% (appx. 10 hours/week) of duties in the Immunization Program which includes but is not limited to:

1. Query ImmTrac 2 system and perform Eligibility Screening for TVFC and ASN, as applicable, for each client visit. Collects client fees in accordance with VFC guidelines. (See VFC manual) Does not refuse services to anyone for inability to pay, per VFC guidelines.
2. Provide copies of Immunization Records, answer telephone, and other public services/outreach activities related to the Immunization Program in her clinic/county.
3. Education of consumers regarding ImmTrac, Vaccine for Children Program, and immunization requirements for schools, daycares, and adults.
4. Assist Clinic Nurses/DON, in performing daycare and school audits and provide literature, education and assistance with securing 95% or greater immunization up-to-date status.
5. Serve as clinic translator (Spanish or German) for persons with English as a second language.
6. Other duties associated with the Immunization Program as directed by the Director of Nurses, Administrative Services Manager, or Clinic Nurse, including proper Vaccine Management and training on such. Must be aware of Vaccine Emergency plan and Contingency plans, and how to assist in implementing if needed.

7. Assist in identification of; maintenance of; all files and immunization records and information relating to Immunization Program and Clinics.
8. Refer medical questions to the Nurse.
9. Maintain *CONFIDENTIALITY* of patient records.
10. Assist in locating and filing records as necessary. Also responsible for making copies of requested immunization records.
11. Send out immunization and appointment reminders as determined necessary (upon discovery of delinquent records).
12. Responsible for gathering data and input into the computer tracking system program. (TWICES and ImmTrac2)

Job Duties Related to Family Planning Programs (FPP, HTW, Title X):

Performs 35% (appx. 16 hours/week) of duties in the FP/Women's Health Programs which includes but is not limited to:

1. Screen clients requesting FPP/HTW/Title X services using approved, current Eligibility Forms and refer to other HHSC or local agencies as appropriate.
2. Assist potential FPP/HTW/Title X clients in completing Current Form and make FPP/HTW/Title X eligibility determination.
3. Schedule clients for NP provider visits and/or clinic nurse visits as appropriate and in a timely manner.
4. Calculate and collect applicable FPP/HTW/Title X co-payments as appropriate.
5. Prepare daily deposits and submit tickets to required accounting and management staff; perform daily cash counts and report to management staff.
6. Maintain the FPP/HTW/Title X clients' charts (eligibility, medical, and health education) at the SPPHD field office.
7. Input FPP/HTW/Title X client and encounter information into Ahlers system.
8. Generate monthly and quarterly FPP/HTW/Title X reports and submit to Management Staff.
9. Other duties as necessary to provide a "user friendly", "seamless", and "accountable" service system between the Grantor (HHSC), providers and the client.
10. Maintain *CONFIDENTIALITY* of patient records.

Job Duties Related to PHEP (Public Health Emergency Preparedness) Program:

Performs 5% (appx. 8 hours/week) of duties in the PHEP Program which includes but is not limited to:

1. Serve as interpreter for Spanish or German speaking clients or determine the language needed and follow the Policies and Procedures set forth for obtaining assistance for translation.
2. Prepare and set-up for Public Health Preparedness clinics or vaccination sites.
3. Register and assist to triage clients and community members in the event of a natural or man made disaster.

4. Assist in identification of; maintenance of; all files and records.
5. Maintain information to make appropriate referrals for information and assistance in the event of a disaster/incident.
7. Assist in disease investigation and surveillance as deemed necessary by the Medical Director and Director of Nurses.
8. Distribute approved public information and pamphlets to the community with health information and resources available.
9. Responsible for gathering data and input in the computer tracing system in the event of a disaster/incident.
10. Participate as needed in Disaster Drills, and Facility Safety Reviews.