



JOB POSTING

TITLE: ELIGIBILITY SPECIALIST
REPORTS TO: REVENUE CYCLE DIRECTOR
STATUS: NON-EXEMPT
LOCATION: ANTIOCH, CA

OUR MISSION & VISION

The Brighter Beginnings mission to “*support healthy births and successful development of children by partnering with parents and helping to build strong communities*“, gains its strength and aspiration from our core belief and vision that, *Every family matters, and every child deserves a happy, healthy future.*”

OUR HISTORY

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in underserved communities since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children.

Brighter Beginnings has grown into a respected and well-connected organization with 4 locations in Oakland, Richmond, Bay Point, and Antioch. We have a multi-cultural, bi-lingual staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of challenges they faced in their own families.

POSITION SUMMARY

The Eligibility Specialist delivers Health Enrollment services to Brighter Beginnings Family Health Center (BBFHC) patients. Seeks to integrate and promote social determinants of health (SDOH) and asset-building services to amplify the health and long term success of patients of the BBFHC. Participates in collecting and analyzing data to inform and improve the work. Participates and/or leads research and development of new programming, and assists in rollout of new initiatives.

QUALIFICATIONS:

JOB QUALIFICATIONS AND EXPERIENCE

1. Bachelor's degree (B. A.) from four-year college or university or equivalent in business, nonprofit or public administration; and two years program assistance and/or administrative experience and/or training; or equivalent combination of education and experience.
2. Strong working knowledge of medical insurance and medical terminology.
3. Strong computer skills including use of G-Suite Enterprise, Microsoft Office (Excel and Word), and Electronic Medical Records systems.
4. Strong analytical, prioritization and organizational skills.
5. Demonstrates a high level of ability to work independently with minimal supervision and to manage multiple priorities.
6. Exceptional communication and interpersonal skills with a high degree of diplomacy and tact.
7. Bilingual in Spanish required.

RESPONSIBILITIES:

Responsibilities:

1. Assesses and enrolls patients of the BBFHC into health insurance and/or related programs (examples include but are not limited to CARES, Medi-Cal, Covered California, Family PACT, Presumptive Eligibility for Pregnant Women, CHDP).
2. Actively participates in identifying other potential health insurance or other SDOH resources to add to BBFHC referral list.
3. Responsible for the tracking, coordination and communication of patients applying for health insurance or other program referrals with both providers, and referral agents and patients or potential patients of BBFHC.
4. Handles requests from third party health insurance or other program referral sources and provides relevant information and data.
5. Reviews details and expectation of health insurance or other program referrals with the potential patient.
6. Assists patients in problem solving potential issues related to financial or social barriers (e.g., request interpreters as appropriate, transportation services, etc.)
7. Ensures that health insurance or other program referrals are addressed in a timely manner, which includes:
 - a. Texts or phone reminders to patients/potential patients of scheduled appointments.
 - b. Communication with referral sources to ensure patient information/ registration is complete
 - c. Communicates patient updates between program and referring source
8. Follows all written protocols and procedures of the Clinic.
9. Demonstrates courtesy and helpfulness toward patients and their families.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

OTHER JOB REQUIREMENTS

Job requires passing a background check, passing a TB, Physical Exam, providing updated vaccination records, Hepatitis B vaccination, annual flu vaccination.

SPECIAL ADA REQUIREMENTS

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodations when necessary.

1. For the purposes of ADA, the “Responsibilities” and “Qualifications” are essential job functions.
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Limited physical effort is required.
4. Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

BENEFITS

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account with discretionary match, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

APPLY

If you're interested in this position, please email your resume to jobs@brighter-beginnings.org or apply through this job posting. Please make sure to subject the email with the position title that you are applying for.