

**SOUTH TEXAS RURAL HEALTH SERVICES, INC.
JOB DESCRIPTION**

JOB TITLE: Outreach/Enrollment Specialist
FLSA Status: Non-exempt
JOB CONTROL Responsible to Chief Operations Counselor

JOB SUMMARY: **To provide eligibility and enrollment for Medicaid, CHIP, and Federal Marketplace health insurance programs to uninsured patients of the health center and community residents. The Outreach and Enrollment Assistance Worker will conduct in-reach, outreach and education activities to existing health center patients and non-health center patients about affordable insurance options and help them enroll. Will be required to complete up to 30 hours of federal training to obtain consumer assistance certification and will be required to recertify on an annual basis.**

Principal Accountabilities/Responsibilities

- Provide application and renewal assistance and facilitate enrollment in a health insurance program by providing fair, impartial and accurate information
- Maintain knowledge and expertise in eligibility, enrollment, and program specifications of the Medicaid and CHIP Programs and have some basic knowledge of the Qualified Health Plans (QHP)
- Conduct monthly in-reach, outreach and education activities to existing health center patients and community residents to promote awareness about coverage options under Medicaid, CHIP, and the Marketplace
- Assist with the development of marketing and promotional materials for outreach, application assistance and education assistance
- Provide culturally and linguistically appropriate services and ensure physical and other accessibility for people with disabilities
- Provide information and assistance in the applicants preferred language and or provide limited-English proficiency applicants with oral and written notices of their rights to receive language assistance services and how to obtain such services
- Provide referrals for people with questions, complaints or grievances to any applicable office of health insurance consumer assistance or health insurance ombudsman or any other appropriate state agency or agencies
- Ensure the protection and security of personal, confidential and identifiable information in a professional and responsible manner and carry out all measures to prevent from unauthorized disclosures

- Demonstrate and maintain the standards and requirements of the health Insurance Portability and Accountability Act (HIPAA)
- Participate in monthly conference calls and/or supplemental in-person trainings and workshops sponsored by TACHC and provide updates to discuss issues, best practices, and modifications or challenges with the online application systems for Medicaid, CHIP and/or the Federal Marketplace
- Any other duties determined necessary by the Immediate Supervisor and/or CEO.
- Applicant must be willing to follow the Agency's policies, procedures and directives, both written and verbal.

Knowledge, skills and Abilities:

Strong oral and written communication skills

Ability to work effectively and professionally in a fast-paced environment

Knowledge of and ability to work and engage with the uninsured, under-served and under-represented populations

Spanish and English preferred

Education and Experience

High School Diploma or GED

At least two years of experience in Public Health, Outreach, Social Work or related field is preferred. Working knowledge of the Texas Medicaid Program, CHIP and the public assistance benefit application is preferred.

OTHER

Must be able to travel, have reliable transportation, a valid Texas Driver's License and auto insurance. A criminal Background check will be conducted.

Employee Signature

Date