

Job Description

Eligibility and Enrollment Counselor

Job Title: Eligibility & Enrollment Counselor
Department: Eligibility & Enrollment
FLSA Status: Non-exempt

Reports To: NCHD Program Supervisor
Prepared/Revised Date: August 2000

SUMMARY

Interviews applicants for financial assistance; and reviews applications to determine whether individuals are eligible to receive financial assistance from Nueces County Hospital District.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Interviews applicants for financial assistance;
1. Explains application process and procedures to applicants;
2. Reviews applications for financial assistance, including contacting employers, families, and various agencies to verify information;
3. Enters applicant information into the computer, including updating the status of cases as needed;
4. Prepares and issues clinic cards to applicants who are qualified to receive medical coverage;
5. Refers applicants to other agencies as needed;
6. Reclassifies accounts, including preparing forms and submitting to health care system for billing purposes; and
7. Assists in answering phones for the department;
8. Performs other duties as assigned.
9. Supports the Nueces County Hospital District's mission, vision, goals, objectives, and policies.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Eligibility and Enrollment Counselor

EDUCATION and/or EXPERIENCE

High school graduation or its equivalent, plus one year of experience; or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

KNOWLEDGE OF

Standard office practices and procedures; and health care industry and systems.

SKILL/ABILITY TO

Explain policies and procedures to individuals seeking assistance; operate computers, including word processing and spreadsheet software; operate basic office equipment, including copy machine and fax machine; perform basic mathematical calculations; speak and understand both English and Spanish; communicate effectively, both orally and in writing; and maintain effective working relationships with co-workers and the public.

CERTIFICATES, LICENSES, REGISTRATIONS

None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; bend and kneel; and talk and hear. The employee is frequently required to stand and walk. The employee must frequently lift and/or move objects weighing up to 20 pounds, such as books and stacks of records. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is frequently loud and distracting. The employee is constantly required to perform tedious, exacting work; and to work closely with others as part of a team. The employee is frequently required to perform multiple tasks simultaneously, and to counsel and assist individuals from a variety of ethnic and socioeconomic backgrounds.

Resume's submitted to:

Nueces County Hospital District

Attn: Human Resources

555 N. Carancahua, Suite 950

Corpus Christi, Tx 78401

Fax: (361) 808-3279 or by email to

melissa.quintanilla@nchdcc.org