



Cow Creek Government Office

Position Description

Position Title: Community Outreach Coordinator

Department: CCH&WC

Reports To: Clinic Operations Manager

FLSA Designation: Non-Exempt

Date Written/Revised: 07/21/2014, 6/13/2018

Pay Grade: 6

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.
- 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 Front Office Supervisor

QUALIFICATIONS:

- High school diploma or GED equivalent, required
- Two years of outreach, customer service and referral work experience, required
- Two years of experience in field of health or social services
- Experience working for tribal or another cultural entity, preferred
- Proficient with Microsoft Excel and Word
- Excellent verbal and written communication skills.
- Valid Oregon driver's license, required
- Certified Community Partner Certification and Federally-facilitated Marketplace Assister Certification, preferred or the ability to obtain within 90 days of employment.

