

**Position:** Access Coordinator  
**Type:** Part Time  
**Location:** Sebastopol/Occidental/Guerneville

**Position: Access Coordinator**

**JOB SUMMARY:** The Access Coordinator is primarily responsible for assisting patients by conducting enrollment and verification activities for assistance programs such as Healthy Families, MediCal and related health insurance programs. This position is also an active member of the “care team” to assist patients with managing phone calls, scheduling appointments, and information management within the electronic health record system.

Reports to: Office Manager  
FLSA Status: Non-Exempt

Direct Reports: None  
Last Updated: February 2013

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**Duties:** (may not include all duties assigned)

1. Actively participate as an integral and valued member of every Care Team.
2. Stays current with changes in the many patient assistance programs and services including bulletins, workshops, and websites.
3. Serves as the site program specialist for patients and staff on the patient assistance programs.
4. Assists patients with application processes and follow-up for MediCal, CMSP, Sliding Scale and other programs as appropriate
5. Advises and assists patients with application and follow-up to determine eligibility for appropriate income eligible programs including sliding scale, BCAP, BCEDP, FPact, etc.
6. Responsible for ensuring that all applicants are enrolled in a timely manner in compliance with all applicable rules and regulations including follow-up on necessary documents.
7. Responsible for responding to phone calls from applicants and performing administrative functions as required.
8. Responsible for attending and participating in scheduled staff meetings and planned meetings as required, including appropriate Certified Application Assistants meetings.
9. Answer phone, routes call, and schedule patient appointments.
10. Work toward making patients feel valued and supported within the health center.
11. Help in the management of provider schedules by calling new patients prior to their scheduled office visits.
12. Manage information entry into the electronic health record such as patient demographics, faxes, previous medical records, radiology results, and assist with communication with other medical facilities through the electronic health record.
13. Accurately accounts for fees for service for patients using financial assistance programs.
14. Assist with clinical data outcome reporting and actively participates in quality improvement projects.
15. Assist other office staff with copying, faxing, filing, and other general office duties as may be assigned from time to time.
16. ADAP enrollment for all qualified patients, depending on site assignment.
17. Other duties as assigned.

### **Minimum Requirements:**

- Certified Application Assister strongly preferred.
- Previous experience in related community work preferred
- Experience in an outpatient setting or working with a health clinic desirable.
- Experience with MediCal applications process and program and other assistance programs preferred.
- Bilingual (Spanish) preferred
- Knowledge and experience of medical front office duties.
- Computer literacy and familiarity with office machines such as fax, copier, calculator.
- Ability to work as team member.
- Ability to relate well to varied client base.
- Ability to maintain good relations with the public and the Health Center staff while working under pressure.
- Good communications skills

### **Expectations:**

- Attendance and punctuality is necessary.
- Ability to work well with a multidisciplinary team.
- Ability to problem solve and be self motivated with acute attention to detail.
- Must have a commitment to excellence and high standards.
- Must have excellent written and oral skills, strong organizational and analytical skills.
- Must have ability to manage priorities and workflow.
- Required to have versatility, flexibility and a willingness to work within constantly changing priorities with enthusiasm and positive attitude.
- Expected to have strong interpersonal skills and have the ability to understand and follow written/verbal instructions.
- Able to work independently with little or no supervision.
- Required to have the ability to deal effectively with a diversity of individuals at all organizational levels
- Demonstrate a positive customer service, patient centered approach at all times.

### **Physical Requirements:**

- Must be able to move freely about the office and carry light loads (up to 25 pounds)
- Prolonged standing and occasional sitting required.
- Ability to work with office equipment, including computers