



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilnaka Community Health Center Outreach and Enrollment Specialist

The Outreach & Enrollment Specialist is an expert in enrollment procedures for the Affordable Care Act, Medicare, Medicaid, and VA. This position assists with travel arrangements for Medicaid and ANTHC patients. The Outreach and Enrollment Specialist interacts with patients and clients extensively as they provide education regarding healthcare coverage; assisting individuals as they navigate the healthcare system with the goal of reducing barriers to healthcare.

Team: Health and Wellness

Salary Range: \$22.00 - \$27.00 per hour

Reports to: Operations Assistant

Schedule: Full-time, Regular

FLSA Status: Non-Exempt from Overtime

Last Revised: January 2021

This position establishes methods and procedures for attaining specific goals and objectives and receives guidance in terms of broad goals. Only the results of work are typically reviewed.

Responsibilities/Duties

- Assist clients with health care coverage enrollment.
 - Provide enrollment assistance to clients, including but not limited to Affordable Care Act, Medicaid, Medicare, and Veterans Administration, following training guidelines.
 - Aid the client in navigating the health care system, at Ilnaka and other outside healthcare facilities.
 - Provide information and assistance in a fair, accurate, and impartial manner.
 - Provide information and assistance in a manner that is culturally and linguistically appropriate to diverse communities and accessible to individuals with disabilities.
 - Provide referrals to any applicable office of health insurance consumer assistance.
 - Facilitate access for patients and clients to other community services, as necessary.
- Provide health insurance literacy education to clients.
 - Develop, implement, and oversee extensive outreach to the public, including education on healthcare options.
 - Educate clients on various aspects of healthcare programs including areas such as insurance terminology, how to use their health coverage, their rights when using insurance, and reporting changes to ensure continued coverage and improved access to care.
 - Explain to clients when life changes can and should be reported and when the health plan renewal will take place.
- Coordinate travel for Medicaid and ANMC referrals, as needed.
- Assist with Front Desk coverage as needed.
- Accurately track and record outcomes in the Electronic Medical Records, which includes accurate entry/scanning of information into patient charts as well as ensuring information is only released to authorized entities.



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

- Maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties.
- Participates in quality assurance and quality improvement process.
- Participates in community-wide activities such as health fairs as well as NVE hosted events which may be outside regular hours.
- Supports the mission, vision, and philosophy of NVE as evidenced by compliance with all organizational policies and procedures.
- Other duties as assigned.

Experience Requirement

Two years' experience with healthcare programs preferred.

Education Requirement

High school diploma or equivalent.

Certification Requirements

- CPR Pro or BLS certification or within 6 months of hire.
- Certified Application Counselor training completed and passed annually.

Competencies (Knowledge, Skills and Abilities)

- Supports and facilitates positive interaction with patients, coworkers and public as evidenced by professional maturity, respect for others, a team-centered approach, maintenance of confidential information and an appreciation of a variety of viewpoints and diversity in the workplace.
- Knowledgeable about Indian Health Services and contract health care in Alaska.
- Must have aptitude for helping people, displaying understanding and empathy towards clients and patients.
- Ability to use all standard office equipment including computers and have the ability to learn new software.
- Good organizational skills.
- Ability to maintain strict confidentiality and ability to complete projects required.
- Ability to act quickly in reaction to urgent situations.

Performance Standard

- Regularly sit for long periods of time in order to complete work.
- Typically move, bend and crouch during work hours to complete assigned tasks.
- Typically lift 10 pounds to move and coordinate work.
- Regularly write, operate a keyboard, use computers, office machines or otherwise create, communicate and store electronic and paper data and correspondence.

