



JOB ANNOUNCEMENT

Job Title: Health Access Assister

Reports to: Director of Programs & Policy
FLSA Classification: Non-exempt FT
Supervises Others: No

Entity: Community Health Initiative of
Orange County (CHI OC)

SUMMARY:

The role of the Health Access Assister (HAA) is to provide assistance to families and individuals needing access to healthcare and social services. The HAA assesses individual needs and then enrolls them into Medi-Cal and appropriate social service programs. The primary functions of the HAA are outreach, enrollment, retention and utilization referred to as OERU. The HAA performs outreach and partners with community clinics, schools, parent organizations, private providers, community-based organizations, churches, and other agencies to support the OERU model. The HAA will assist the Health Access Specialist in screening and scheduling Covered California and Medicare Advantage Plan application appointments.

ESSENTIAL JOB FUNCTIONS:

- Screens prospective and current members for health insurance programs and other social services within the community.
- Uses various online portals to submit public benefit applications.
- Provides educational health information and assists members in accessing/utilizing medical and social services while encouraging prevention and awareness.
- Regularly performs outreach activities with potential referral entities, and at events to educate/ recruit new clients.
- Acts as a patient advocate for clients requiring assistance with healthcare/provider issues for the purposes of facilitating access to health services and insurance.
- Using a customer relationship management tool manages enrollments and care coordination.
- Organizes workload throughout the day/week/month to meet annual goals and objectives.

ADDITIONAL RESPONSIBILITIES:

- Collects and submits data from clients and prepares and submits internal reports.
- Maintains confidential and sensitive information and files regarding clients.
- Participate in internal and external meetings and workgroups, etc.

MINIMUM QUALIFICATIONS

- High school diploma or GED equivalent.
- Customer service experience.
- Knowledge and work experience with children's and adult's health and social service programs (Medi-Cal for Adults, Children and Pregnant Women, Kaiser Child Healthy Plan, Child Health and Disability Prevention Program (CHDP) and California Kids, Covered California), (CalFresh, CalWORKs, WIC).

Preferred Position Qualifications

- Bachelor's degree.
- Certified Application Assistant Certification/Current One-e-App User.
- Bilingual Spanish-English.
- Significant knowledge of children's and adult's health insurance programs.
- Significant knowledge of formulation and functioning of County and/or community based organizations.

Please send resumes and cover letter to admin@chioc.org