

JOB DESCRIPTION

Functional Position Title:	<u>Health Access Coordinator (Spanish-Speaking)</u>
Reports to (position):	<u>Supervisor, Health Access Team</u>
Job Category	<u>Non-Exempt</u>
Job Level	<u>Entry</u>
Compensation	<u></u>

Purpose of this Job: Briefly summarize the general function of this position.

Portico's Health Access Team assists diverse populations in understanding their eligibility for Minnesota Health Care Programs (MHCP) and access to supportive healthcare resources. This role is critical to providing excellent customer service, maximizing Portico's impact in the community, and building Portico's talent pipeline. As a Health Access Coordinator, employees grow their knowledge and experience applying MHCP eligibility requirements while developing best practices for customer service, data tracking, case follow-up and time management.

This position is hybrid remote in Twin Cities Metro Area. This position involves travel to community partner and enrollment locations in the Twin Cities metro area.

Essential Job Duties (job duties that are necessary to the position)

The Health Access Coordinator manages the intake of new customer referrals, appointment pre-screening, and connecting customers to the support they need. This position provides immediate assistance to customers who do not require a full MNSure Navigator appointment and/or guides customers to successfully prepare for health insurance enrollment, as indicated. This position supports the resolution of pending cases to facilitate timely customer enrollment and sustain Portico's high application approval rates.

Duties include:

- Participate in coverage for Portico's customer service phone lines and customer service desk.
- Customer intake resulting in a high-quality customer record and effective assignment of customer appointments to maximize Navigator capacity and specialty knowledge
- Appointment pre-screening, MNSure identify proofing and, where necessary, initiate MNSure manual account creation to promote customer service and appointment efficiency
- Customer issue resolution for situations that do not require a MNSure application or a full appointment slot, including verifying whether coverage is active, contacting health plan or servicing agency to request member cards, reporting an address change, requesting new coverage for household members (pregnant people, newborns, etc.), resolving incomplete applications, sending verifications to servicing agencies on behalf of customers, as well as reading and understanding notices
- Incoming customer document management involving confidential handling of customer data and documentation, use of supporting technology, associated case noting, and forwarding verifications to servicing agencies
- Assist MNSure Navigators in resolving pending cases, including coordination with customers, Navigators, and administering agencies, as well as management of required customer documentation
- Promptly answer, record, and complete all customer requests, phone calls, questions, or concerns using ECM or other designated systems
- May assist customers with enrollment into health programs, as indicated by training and business need
- Protect customer confidential data and documentation
- Complete and maintain annual MNSure certification as a certified MNSure Navigator
- Responsible for staying current on MNSure policies, Affordable Care Act (ACA) rules, upcoming changes, and the effect the political process has on the current programs
- Gain an understanding of the culture and values of the customers being served, demonstrate respect and sensitivity to customers from diverse backgrounds
- Inform customers of available community resources and provide referrals to internal and external experts.

- Performs other duties as assigned

Special Skills Required to Perform in the Job

- **Organizing and multi-tasking** – can marshal resources to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently. Arranges information and files in a useful manner. Manages time efficiently.
- **Problem Solving** – ability to analyze, distill and solve practical problems, generate new ideas and make sound judgements on complex situations.
- **Action Oriented** – committed and motivated to succeed and meet objectives. Has persistence and energy when required to meet and exceed objectives.
- **Self-Directed** – Does not need to be told what to do next – always looks for ways to improve and better any work situation.
- **Adaptability** – can easily adapt to changing situations.
- **Communication** – must be clear and concise and have the ability to quickly form relationships with others in a variety of situations.
- **Patience** – must have the capacity to accept or tolerate delays or challenges without getting angry or upset.
- **Organizational Agility** – is knowledgeable about how organizations work, knows how to get things done through formal channels and the informal network. Understand the origin and reasoning behind key policies, practices, and procedures. Understand the culture of organizations.
- **Environment** – understands the different cultures represented by Portico’s customers and interacts effectively.

Requirements

Education (minimum education level):	Associates, Bachelor’s Degree, or equivalent education and experience.
Experience Level (experience required to perform job functions at a fully competent level):	One (1) year of experience and/or education in a social services or health and human services field. Interest in a career in social services or similar field.
Essential knowledge, skills, and abilities (the specific competencies for the position):	<ul style="list-style-type: none"> • Excellent customer service skills, including experience serving a diverse population • Ability to demonstrate customer service skills by engaging the customers in conversation to identify their needs or concerns • Ability to apply critical thinking to resolve customer concerns while maintaining a friendly and professional demeanor • Ability to demonstrate strong organizational skills to ensure all tasks are completed in a timely manner • Ability to demonstrate teamwork, by assisting and communicating with co-workers. • Ability to meet quality and productivity expectations • Must be a successful multi-tasker with strong attention to detail, time management, and follow-through • Proficient using the organization’s data tracking system and accuracy in data entry • Achieve and maintain MNSure Navigator certification • Bilingual Spanish/English
Physical demands of the position:	Must be able to operate in a general office environment
Amount of Supervision Required:	This is an entry level, growth position that assumes learning on the job. Performs defined tasks with few changes. Supervisor provides workload structure, quality assurance and assistance with non-routine cases.