

WASATCH HOMELESS HEALTH CARE, INC.
POSITION POSTING

Position Title: Intake and Enrollment Associate
Department: Administrative
Supervisor: Eligibility and Patient Service Team Lead
Status: Part Time (20-25/hours/week) Limited Benefits Position

Date: August 2017
FSLA Status: Non-Exempt
Amount of Travel: None
Salary Range: \$11/hr – \$12.50/hr

Approved By: Laura Michalski

Organization Overview

Wasatch Homeless Health Care, Inc. (WHHC) dba Fourth Street Clinic, Salt Lake City's leading nonprofit health care provider for homeless Utahns that operates with a core staff of 50 and a volunteer network of more than 150. Annually, the health center provides services to over 5,000 homeless men, women and children with 30,000 medical, behavioral health (including substance abuse), dental, and case management services. Fourth Street Clinic also has an onsite pharmacy providing over 70,000 prescriptions each year.

Core Responsibilities Intake Services:

- Work with individuals looking to access services in the clinic to complete necessary paperwork and enroll as a patient.
- Provide excellent customer service to all individuals—patients, visitors, and community partners.
- Ensure patient data is entered into the clinic's electronic health record in a timely and accurate manner, and is current and up to date.
- Answer phones and schedule appointments
- Provide basic clinic and insurance information in a fair, accurate, impartial and culturally sensitive manner.
- Screen and educate patients for/on affordable health insurance programs and provide information on how to access enrollment assistance.
- Verify patient's health insurance status and when possible verify a patient's health insurance prior to check in.
- Assist patients in accessing clinic services by providing information, signing them up for waitlists, provide appointment reminders, and answering questions.
- Monitor the waiting room to maintain a good waiting room environment; and notify staff as necessary when problems arise.
- Participate in activities and training opportunities to enhance job satisfaction as well as performance.
- Ensure that all necessary intake documents are scanned into the medical record—including by not limited to new patient and annual intake packets.

Qualifications:

- High school diploma
- 2-3 years or more customer service, administrative, or front desk experience
- Preferred Spanish-speaking
- Knowledge of the Microsoft Office Suite and general computer proficiency
- Experience managing a multi-lined phone system
- Experience with or knowledge of electronic medical records systems or any experience in a medical office preferred