



JOB DESCRIPTION

TITLE: Patient Resource Advocate FLSA Status: Non-Exempt REPORTS TO: Eligibility Manager

VISION STATEMENT: To positively impact the lives we touch by consistently following our principles.

SUMMARY: Assist assigned clients in identifying and representing self-pay patients that are potentially eligible for medical coverage through a federal or state agency that provides medical reimbursement for incurred medical services.

The primary functions of this position include (but are not limited to):

- Contact and interview patients and/or families to screen the appropriateness of filing applications(s) for medical coverage.
- File a timely, accurate and complete application(s) to ensure coverage of all dates of service.
- Assist patients with obtaining the needed verifications and documentation (with patient's authorizations) that is required to determine eligibility.
- Monitor and assist with the application process including attending interview when necessary to maintain all processing deadlines.
- Document and update status within Client and ClaimAid's system on regular basis to maintain accountability.
- Assist patient w/Appeals when appropriate.
- Maintain confidentiality of patient health information in compliance with HIPAA regulations.

Qualifications include (but are not limited to):

- Must possess or be willing & able to obtain Indiana Navigator's License
- Preferred: Knowledge of eligibility policy rules and processing requirements for programs administered by FSSA
- Preferred: Experience processing referrals and appeals with Medicaid/Social Security Disability Insurance
- High school diploma required. Bachelor's degree or equivalent business experience helpful
- Must have strong organizational, investigative, analytical, and judgment skills
- Must have excellent spelling and grammar; good phone skills; basic math skills; able to set priorities and meet deadlines; able to multi-task; carefully proof your own work
- Must demonstrate effective communication skills by conveying necessary information accurately, listening effectively, and asking questions when clarification is needed
- Must have strong typing/data entry skills
- Must be able to work independently and as part of a team
- Must exhibit professional demeanor both on the phone and in person

- Must be able to travel regionally with occasional overnight stays
- Must be familiar with Microsoft Office Tools

Physical Requirements include (but are not limited to):

- Hearing: Adequate to perform job duties in person and over the telephone.
- Speaking: Must be able to communicate clearly with patients in person and over the telephone.
- Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.
- Requires frequent bending, standing, walking (sometimes at a fast pace and at long periods of time), squatting and sitting.

*The above is intended to describe the general content and requirements for the performance for this position.
It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.*