ELIGIBILITY & BENEFITS COORDINATOR
Care Alliance Health Center Cleveland, OH

Position Summary:
The Eligibility and Benefits Coordinator organizes and oversees the activities of the Eligibility Specialists and works as same. Acts as a liaison between departments and teams to ensure a smooth process in workflow and information resources. Acts as the right-hand lead to the External Affairs Manager in regards to the benefits education, eligibility and enrollment process.

Essential Skills & Experience:
Bachelor’s degree preferably in business administration or related field; 2-3 prior experience in SSI/SSDI/Medicaid and other entitlement programs required; Excellent verbal and written communication skills; Problem solving skills; Well-developed interpersonal skills; Ability to work with a wide range of homeless individuals; Ability to work independently with minimum supervision; Commitment to the mission of Care Alliance

Responsibilities/Requirements:
Support overall Care Alliance benefits education, outreach, and enrollment: Support and oversee the activities of the Eligibility Specialists; Prepare in-depth reports for the External Affairs Manager through weekly 1:1 meeting including program suggestions, the status of cases, Medicaid outreach, program tracking; Coordinate department orientation and training of new Eligibility Specialists; Conducts weekly huddles with Eligibility staff to ensures a cohesive team environment; Ensures smooth process of the Eligibility Specialist duties within the Work Plan; Assist External Affairs Manager in the annual Performance Evaluation process; Assist and/or provide coverage for absentee Specialists; Develop and strengthen processes, procedures and measurement systems to maximize enrollment of clients eligible for Medicaid, Medicare or other entitlement programs.

Directly assist patients with more complicated benefit enrollment, including SSI and SSDI: Assess the eligibility of each individual referred from the medical providers or community partners; Serve as patient point of contact for enrollment into SSI/SSDI, Medicaid other programs, meeting with individuals in the office, at shelters or other locations; Provide support and assistance to clients in completing all necessary documents, submit same to government agencies and follow up to ensure requirements are met for entitlement; Secure all necessary documentation and approval from government agencies and ensure maximum benefits; Advocate with and for clients who meet eligibility criteria set forth by Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medicaid or other program regulations; Complete and file Medicaid applications utilizing a pre-arranged and streamlined process with the Cuyahoga County Employment and Family Services Agency; Provide daily review of all outstanding applications; Link applicants with appropriate community support systems both during and after the application process to ensure broad continuum of care.

Integrate Care Alliance into local network of benefit supports: Collaborate with homeless shelters and other partner agencies to identify individuals who are eligible for these entitlements, utilizing Eligibility Specialist where appropriate; Develop collaborative relationships with local government agencies, health care providers and social services agencies, such as food banks and Legal Aid; Provide cross-training to Care Alliance Care Coordinators on basic enrollment procedures in order to serve as back-up for the program. Other responsibilities as assigned.

It is the policy of Care Alliance Health Center to ensure equal employment opportunity in accordance with the Ohio Revised Code 125.111 and all applicable federal regulations and guidelines. Employment discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years or more), military status or veteran status is illegal. Applicants must embody the mission of Care Alliance Health Center: To Provide high quality healthcare, patient advocacy, and related services to people who need them most, regardless of their ability to pay, in a manner that is cost effective and that empowers people to improve their quality of life.