



ABC for Health, Inc. **POSITION DESCRIPTION**

<i>Position</i>	<b>Bilingual Health Benefits Assistant</b>
<i>Supervisor</i>	Health Benefits Counselor Manager
<i>Hours</i>	Full time, Salary
<i>Compensation</i>	Dependent on experience, generous fringe benefits

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## **POSITION SUMMARY**

A Bilingual Health Benefits Assistant (HBA) at ABC for Health provides advocacy services to Spanish speaking and English speaking individuals and families seeking to obtain or maintain health care coverage and/or finance health care services. The position requires at least a 1-year commitment. In daily activities, the HBA supports Health Benefits Advocates, Health Benefits Counselors and attorneys. The HBA assists with direct client services activities, such as conducting health benefits screening interviews and taking proactive advocacy steps to help families obtain and maintain health care financing through public and private sources of benefits. The HBA also helps with materials development, training activities, and provides general administrative support to the office. The HBA reports to ABC for Health's senior advocacy staff. Some travel is required.

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## **DUTIES AND RESPONSIBILITIES**

- Conduct initial intake interviews with individuals requesting assistance, identifying the problem and the relief desired, and collecting information necessary to determine eligibility for assistance programs and to prepare caseload statistics.
- Support Staff Attorneys and Health Benefits Advocates and Counselors in hospital contract services, including patient information, referral, and counseling assistance, as well as billing office coordination and support.
- Provide clients with information, referrals and counseling to help them identify financing resources, obtain public health benefits such as Medical Assistance, and maximize benefits available under health insurance and HMO plans.
- Provide information and referrals to help clients with issues outside of agency scope.
- Record information in client services database and facilitate maintenance of the database as well as data tracking for provider contracts or other case management tasks.
- Report on case status and disposition at weekly case meetings with attorneys, advocacy staff and student interns.
- Provide general administrative support in the office including but not limited to, answering the phones, coordinating mail and helping with travel and meeting coordination
- Compile client services statistics for grant reports. Participate in training, publication development, and fundraising activities of ABC for Health.
- Assist Health Benefits Advocates and Counselors as needed.
- Participate in general office maintenance and operations.
- Coordinate with HealthWatch Wisconsin activities, priorities and events.
- Other duties as assigned by supervisor



## **KNOWLEDGE AND SKILLS REQUIRED**

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- Fluency in Spanish strongly preferred. Candidates bilingual in a language other than Spanish will be considered.
- Excellent written communication and interpersonal skills.
- Service industry phone and personal customer experience
- Positive Can Do Attitude
- Knowledge of Microsoft Office Suite and able to use an Access Database.
- Familiarity with community's health and social service programs.
- Ability to work independently with "can do" attitude is a must.
- Excellent clerical and organizational skills.

*ABC for Health, Inc., is an affirmative action employer.*