



Advocacy & Benefits Counseling for Health, Inc.
Serving Wisconsin Families Since 1994

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

<i>Position</i>	Bilingual Health Benefits Assistant
<i>Supervisor</i>	Senior Advocacy Staff
<i>Hours</i>	Full time, Salary. <i>ABC for Health, Inc., is an affirmative action employer</i>
<i>Compensation</i>	Dependent on experience, generous fringe benefits

POSITION SUMMARY

ABC for Health is a public interest law firm that promotes health equity and social justice. We help clients impacted by health disparities due to income, race, or poverty to connect to health care coverage and services in Wisconsin. A Bilingual Health Benefits Assistant (BHBA) is an entry-level position at ABC for Health, with opportunities for growth and advancement. The BHBA provides help to attorneys and other staff in client interviewing, problem resolution, benefits management, and other advocacy services. The BHBA will help families, especially Spanish-speaking families, as they get, use, and keep health coverage and services. The position includes comprehensive internal training and requires at least a 1-year commitment. The BHBA reports to ABC for Health's senior advocacy staff. Some travel to local health care providers to meet with patients is required. In daily activities, the BHBA:

- Assists and supports direct client services activities
- Conducts health benefits screening interviews with individuals and families in Spanish or English
- Provides proactive advocacy services to help clients obtain and maintain health care financing through public and private sources of benefits
- Supports Health Benefits Advocates, Health Benefits Counselors, and attorneys
- Provides support for meetings, committees, materials development, training activities, and administrative office services

DUTIES AND RESPONSIBILITIES

- Conduct initial intake interviews with clients/callers seeking help and identify questions and desired relief. Help gather information necessary to determine eligibility for health coverage programs. Client interviews may be conducted over the phone or in person.
- Support Health Benefits Advocates, Counselors, and attorneys with client work and coordination with local hospitals, including 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 Advocus (client services screener/database) and closely monitor case management tasks, and facilitate database maintenance. Report on case status at weekly case meetings.
- Compile client services statistics for progress 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 support, operations, and maintenance.
- Coordinate with HealthWatch Wisconsin activities, priorities and events.
- Other duties as assigned by supervisor

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Online: abcforhealth.org



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KNOWLEDGE AND SKILLS REQUIRED

- Fluent speaker of Spanish preferred, proficient will be considered.
- Understanding and empathy for people struggling to secure health care coverage and services
- Excellent record keeping, organizational skills, and attention to detail.
- Positive thinker with a “can do” attitude.
- Excellent written communication and interpersonal skills.
- Knowledge of Microsoft Office Suite and able to use an Access Database.
- Service industry phone and personal customer experience helpful
- Familiarity with community’s health and social service programs helpful
- Ability to work independently is a must!