

**GREATER ELGIN FAMILY CARE CENTER
Job Description**

Job Title: Health Benefits Specialist
Department: Operations
Reports To: Health Benefits Program Coordinator
Prepared By: Health Benefits Program Coordinator
Prepared Date: August 2013; October 2014; September 2016

SUMMARY

The Health Benefits Specialist provides assistance, outreach and education relating to Medicaid, the Illinois Health Insurance Marketplace and the Affordable Care Act in a manner appropriate for their client population.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provides in-person assistance to all individuals and small employers seeking to complete an application and enroll in a Qualified Health Plan or other health program for which they are eligible.

Maintains expertise in eligibility, enrollment and relevant program requirements.

Assist with health fairs, outreach events and marketing campaigns promoting the Illinois Health Insurance Marketplace, the Affordable Care Act and the new health coverage opportunities available to Illinois consumers.

Facilitate selection of private health plan on the Marketplace or, when appropriate, a public insurance plan.

Provides education and support for post-enrollment activities.

Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Illinois Health Insurance Marketplace, including uninsured and under-insured individuals.

Report qualitative and quantitative information to the Health Benefits Program Coordinator on a regular basis.

Reports to all scheduled work sites and shifts on time and fully prepared to engage in all job responsibilities; location of work sites and shifts will change at the discretion of the supervisor.

Engages in all offered training, consultations and supervisions made available. Fully and professionally respond to and implement directives and advice offered by all supervisory and training personnel, as well as professionally offered feedback from coworkers.

Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

High School graduate, G.E.D., or comparable diploma is required. A bachelor's degree is strongly preferred. Complete/Pass Federal and State training requirements. Previous outreach experience is preferred.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure/training manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

OTHER QUALIFICATIONS

Comprehensive command of various software and technologies.
Exceptional organizational skills and detail orientation.
Complete/Pass UCIA fingerprint criminal background check.
Customer service orientation.
Must be able to respond to patients with non-judgmental empathy.
Must be able to maintain confidentiality of services.
Must have strong numbers aptitude.
Bi-Lingual (Spanish) preferred.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of the job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl, and taste and smell. The employee may occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. Additionally, the employee is occasionally required to work in and/or travel to various communities of different social, economic and ethnic backgrounds. The noise level in the work environment is usually moderate.

Health Benefits Specialist.09.16