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## ELIGIBILITY SPECIALIST

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**REPORTS TO:** Operations Director  
**FLSA CATEGORY:** Non-exempt; Hourly  
**EEO CATEGORY:** Administrative / Support Staff

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### POSITION DESCRIPTION

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The Eligibility Specialist will be responsible for day-to-day operations of the eligibility intake process. The employee will be accountable for performing eligibility tasks by completing intake processes with patients, assisting with Marketplace enrollment, and ensuring accurate data entry with a high level of attention to detail. The Eligibility Specialist will provide an empathetic, professional and respectful attitude in a HIPAA-compliant manner as they assist patients with establishing care with HealthWorks and other facilities using the Goal Connect system.

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### ESSENTIAL FUNCTIONS

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1. Adhere to the policies of HealthWorks.
2. Maintain a timely flow of patients through the intake process and perform eligibility tasks, including identification of patient income levels and establishing demographic and household information.
3. Review and verify income documentation provided by patients in accordance with sliding fee policies for completeness, accuracy, and compliance.
4. Enter and record accurate patient registration information into our EMR Epic.
5. Present information in a professional manner with respect of patients' privacy and economic status always.
6. Demonstrate a pleasant and compassionate manner to all patients, staff, and visitors.
7. Assist patients with questions they may have and completion of forms or applications regarding other public assistance programs.
8. Coordinate with and refer to the Case Manager if additional services are required, identified, or requested.

9. Maintain patient confidentiality in accordance with the policies of HealthWorks and as mandated by HIPAA.
10. Answer telephones and direct calls to other staff as needed.
11. Cross train in our scheduling department to assist when needed.

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## **RESPONSIBILITIES**

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Other Duties/Responsibilities: As assigned.

Supervision Received: Operations Director

Supervisory Responsibilities: N/A

Budgetary/Fiscal Responsibility: N/A

Policy and Procedure Interpretation and Development: Responsible for understanding and applying all HealthWorks policies as related to position.

Contact with Others: Daily contact and cooperative work with the healthcare delivery team, front desk, and eligibility staff; daily contact and interaction with patients and their families. Cooperative work relationships with all HealthWorks staff, Board of Directors, and outside/community agencies and associates. Attends and participates in departmental meetings.

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## **JOB REQUIREMENTS/EXPERIENCE**

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Education: High school diploma or equivalent required.

Knowledge, Skills, and Abilities: Comfortable working with computers, phone systems and office equipment; ability to multi-task and demonstrate effective time management as needed. Bilingual (Spanish & English) preferred, demonstrating excellent verbal and written skills in both languages.

Experience: Minimum six months' experience in customer service required; experience in a clinical setting preferred.

Licenses/Certifications: Marketplace Navigator or Certified Application Counselor preferred but not required.

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## **BEHAVIORAL EXPECTATIONS**

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### Clinical Quality and Patient Safety

- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

### Service Excellence and Employee Engagement

- Demonstrates self-initiative and the ability to adapt to the challenges, conflicts, and ambiguities inherent to the position. Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge as it attributes to the position. Actively and aggressively initiates action to improve performance. Recognizes the value of teamwork and works cooperatively with others.
- Demonstrates a commitment to HealthWorks' mission, vision, and values.

### Physician and Community Relations

- Works in partnership with Cheyenne Regional Medical Center, clinic providers, and community partners within the Goal Connect system.

## **PHYSICAL REQUIREMENTS**

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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. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions.

- 1.) Ability to speak, understand, and communicate the English language effectively.
- 2.) Ability to hear adequately on the phone or in person and group settings.
- 3.) Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).

Ability to work in a normal office environment conditions using various office equipment including (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.

Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.

Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

## **WORK ENVIRONMENT**

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All HealthWorks' facilities are tobacco-free.

Covid-19 vaccination is a condition of employment. Proof of vaccination by a third party must be provided to HealthWorks by the date of hire. Per HealthWorks policy, requests for medical or religious belief exemptions may be submitted for consideration and approval.

## **EXPOSURE TO HAZARDS**

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Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

## **HOURS OF WORK / ATTENDANCE REQUIREMENTS**

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Regular attendance is required.

## **TRAVEL**

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No travel is required.

## **BLOOD/FLUID EXPOSURE RISK**

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### **Blood/Fluid Exposure Risk:**

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

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Employee Signature

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Date

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Supervisor Signature

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Date