

Eligibility Specialist - Spanish & English Speaking

Provides eligibility and benefits assessment, referral, and follow-up services to CC clients. Area of focus is on Ryan White eligibility screening and enrollment (e.g. RWA CERV, RWA HIA, and RWB LA HAP), coordination of insurance benefits with Ryan White programs, and enrollment into health insurance (e.g. Medicaid, Marketplace, Medicare, V.A., etc.). Maintains a close working relationship with direct supervisor, participates in active supervision and remains receptive to feedback on professional development to support high quality service provision.

Skills

- Necessary technical skills to use electronic health record, incident reporting system, email, and other information systems
- Excellent communication skills and the ability to schedule work production to meet timelines with attention to detail
- Knowledge of and the desire to work with a cross-disability population including, but not limited to, those living with HIV and/or mental health issues
- Ability to communicate effectively with diverse individuals and groups
- Ability to work under pressure in a fast-paced environment
- Ability to handle crisis intervention appropriate for the position

Position Requirements

- Fluent in written and spoken Spanish
- Minimum age of 21
- Within 60-days of hire, complete Passport, ACA Certified Application Counselor, and Medicaid Application Center Representative training
- Federal criminal background check
- 40 hours of work per week

Education Requirements

- High School diploma or equivalent
- If hired, documented proof of highest level of education completed must be delivered on first day of employment

Preferred Qualifications

- 1-2 year(s) of experience in a clerical role
- Bachelor's degree
- Federally Qualified Health Center (FQHC) experience
- HIV/AIDS Knowledge and Patient Experience
- Experience working with the LGBTQ community

Why CrescentCare?

Our mission is to offer comprehensive health and wellness services to the community, to advocate empowerment, to safeguard the rights and dignity of individuals, and to provide for an enlightened public. We offer a broad range of health and wellness services for anyone and everyone who is seeking healthcare services in Greater New Orleans and Southeastern Louisiana.

CrescentCare is a culturally humble health care facility that welcomes all in the community; however, we want to make a strong statement to the New Orleans community (and communities across America) that Black Lives Matter to us.

<https://crescentcarehealth.org/black-lives-matter>

What We Do for Our Clients

Primary Health Care • Pediatrics • Dentistry • Gender Clinic • Behavioral Health • Addiction Recovery
Case Management • Nutrition Programs • Medicaid/Insurance Enrollment • Legal Services
Food and Housing Assistance • Smoking Cessation • Syringe Access Program
Advocacy, Outreach, Education • HIV/Hep. C/STI Testing and Prevention • COVID-19 Screening

Our Offer to You: An Extensive Benefits Package

- All Employees are W-2 Status
- Employer Paid Benefits: Dental, Employee Wellness, Employee Assistance Program, Life Insurance
- 11 Paid Holidays, in addition to Vacation and Sick Days
- Medical Insurance (Two Plan Options)
- Vision Insurance
- Long-Term Disability
- Short-Term Disability
- 401(k) Plan – 1.5% Employer Contribution; additional Employer match with Employee Contribution
- Discount Programs

*No Relocation Package Available

*No Work Visa Sponsorship Available

If interested in being considered for this position, you must apply on the CrescentCare website using the following link:

<https://crescentcarehealth.org/contact/join-our-team/>

We are an Equal Opportunity Employer and do not discriminate against employees or applicants on the basis of race, color, national origin, ethnicity, citizenship status, religion, age, gender identification, pregnancy, marital or familial status, gender or sexual orientation, veteran or military status, physical or mental disability, genetic information, or on the basis of any other status protected by law, and in compliance with applicable federal, state and local laws.