



CHILDREN'S HEALTH INITIATIVE  
OF ORANGE COUNTY

<b>Position Title:</b> Health Care Access Coordinator	<b>Exemption Status:</b> Non-Exempt
<b>Job Classification:</b> Full-Time/Part-Time	<b>Application Deadline:</b> August 31, 2010
<b>Program Name:</b> Children's Health Initiative of Orange County	
<b>Reports To:</b> Program Coordinator	<b>Revision Date:</b> January, 2010

### Position Overview

The Children's Health Initiative of Orange County will provide **outreach, enrollment, and retention services** through the 100% School Campaign, in collaboration with CalOptima, St. Joseph Hospital, and other community partners. The role of the Health Care Access Coordinator (HCAC) is to provide **care coordination** to support families entering the health care system. The HCAC is responsible for meeting **projected enrollment goals** of state-sponsored and private programs. They are responsible for implementing program curriculum to **assist and educate** client population. The HCAC will work independently and have the ability to network and **self-generate leads**. They will coordinate outreach & enrollment efforts by working collaboratively with schools, parent organizations, CBOs, churches, as well as local community and healthcare leadership.

The prospective candidate will be involved with OC Cares Pilot Program. OC Cares is a care coordination/case management system providing outreach to locate uninsured, low-income children in order to free or low income community clinics. This OC Cares Pilot Program is helpful in serving more children and also supporting families from other enrollment agencies such as CHOC and St. Joseph Hospital who may require follow-up services.

### Essential Job Functions

- Provides information and screens prospective and current members for Medi-Cal, Healthy Families, California Kids, Kaiser Permanente Child Plan, and Healthy Kids health insurance programs. Assists members in accessing/utilizing medical services while encouraging prevention and awareness. Enrollments and **Care Coordination** documentation will be conducted through the **One-e-App** system.
- Actively encourages and enrolls new members by meeting program standards for application completion and lead generation. Provides timely assessment and processing of applications. Tracks eligibility and **"care coordination"** procedures such as approval, utilization, retention confirming a medical home and resource & referral on assisted children.
- Provides, follow-up calls, referrals to resources as needed, and appointments to support families as they enter the healthcare system.
- Participates in planning discussions and meetings. Assists in developing tactical plans to support outreach, enrollment, and the 100% School Campaign.
- Acts as a patient advocate for clients requiring assistance with healthcare/provider issues for the purposes of facilitating access to health services and insurance.
- Prepares and submits weekly productivity reports to Administrative Coordinator.
- Participates in outreach and community events, as needed.

### **Additional Responsibilities**

- Other duties as assigned.

### **Minimum Position Qualifications**

- Education: High School Diploma or GED Equivalent
- Language Skills: Bilingual (verbal & written) in English and 2<sup>nd</sup> language (relative to community need)
- Strong written & verbal communication skills
- Excellent customer service skills - ability to understand and exceed customer expectations while demonstrating the highest standards of care, respect, and confidentiality.
- Basic computer skills

### **Other Requirements**

- Successful completion of the criminal, background, and fingerprint screening
- TB clearance
- Current and valid California Driver's License and automobile liability insurance.
- Local travel to outreach and enrollment sites - must have reliable transportation.

### **Preferred Position Qualifications**

- CAA Certification
- Experience: At least 1 year of CAA activities
- Some college level coursework
- Strong computer skills
- Proficiency in Microsoft Office applications

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Please send resume to [amoreno@CHIOC.org](mailto:amoreno@CHIOC.org)