



PATIENT SUPPORT CASE WORKER

Job Requisition #20-0075
Location: **Riverside Health Center**
Application Deadline: **Until Filled**

Hours Per Week: **40**
Status: **FT (1.0 FTE)**
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. Since 1971, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. Our positive, mission-minded staff make CHCB a great place to work!

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer and are especially interested in candidates who can contribute to the diversity and excellence of the organization. We offer a generous benefits package to eligible employees and a competitive minimum hourly wage for entry-level positions.

Essential Duties

- Assists with patient eligibility applications for Vermont Health Connect, Green Mountain Care, Prescription Assistance, Health Assistance Program, Community Health Pharmacy, Dental Vouchers, Ladies First Program, Eye Care Assistance, UVMHC Patient Financial Assistance, and other programs and agencies as needed.
- Compiles and authenticates patient household and financial information in order to determine eligibility for the CHCB Slide, Homeless Healthcare Program benefits, and other forms of financial assistance.
- Educates patients on Qualified Health Plan coverage, subsidy conditions, and health exchange rules to ensure full comprehension prior to plan enrollment through Vermont Health Connect.
- Processes application data updates and renewals, as well as completing subsequent follow ups with agencies to ensure of timely processing and success of benefit redeterminations.
- Troubleshoots various billing discrepancies regarding state health insurance premiums as well as internal CHCB tasks for dental and medical
- Serves as a patient advocate and liaison with CHCB staff.
- Promotes effective collaboration with essential partner agencies.
- Provides case management between outside organizations and helps patients coordinate benefits.

Basic Qualifications

- Associate Degree in related field plus one year of related experience OR
- High school diploma/GED plus 4 years of experience.

Knowledge, Skills and Ability

- Outstanding communication skills with people of all income ranges, diversity and life circumstances
- Comfortable working in public settings
- Ability to work confidentially and respectfully with private information
- Commitment to the work of the Vermont Health Benefit Exchange and ability to achieve state certification as an assister.
- Excellent written/verbal communication skills and attention to detail
- Strong organizational, time management and problem solving skills.
- Good computer skills, including data entry, data management and reporting
- Ability to present self in a professional manner befitting the organization.

To apply for this position, please send a resume and cover letter to: HR@CHCB.org
The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

Learn More! See our Website at www.chcb.org/careers/positions-available