

POSITION DESCRIPTION

JOB TITLE: Patient Advocate-MNSure Navigator

REPORTS TO: Community Engagement Manager

STATUS: Non-Exempt (hourly)

LOCATION: Medical

ROLE: This position is responsible for working directly with patients and their families to discuss any questions, complaints, comments or suggestions. Supports the patient in resolving their concerns. *In addition to performing all of the duties of the Patient Advocate and MNSure Navigator*

JOB DUTIES:

- Serves as the clinic contact to support patients in addressing their socioeconomic needs including but not limited to applying for public programs for insurance coverage, medication assistance, housing/utility and cash assistance. MNSure, SFS or Charity programs.
- Gathers and researches appropriate information related to patient care, reimbursement, or community resource issues.
- Works with staff to resolve concerns and improve services, taking advocacy position.
- Maintain case by case update information on EPIC, Enter FPL and very income information.
- Set up payment plans, referral for billing inquiries
- Maintains certification as a MNSure Navigator (we will set up the Certification process).
- Attend and participate in staff meetings and committees.
- Assist with other duties and responsibilities as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Confidence, professional judgment, and work under pressure.
- Works well both independently and as part of a team.
- Exceptional verbal and written communication skills. Can diffuse tense situations through diplomatic problem solving. Communicate effectively with patients, staff and external contacts via phone, in person and through well-written reports.
- Flexibility--nimble in response to an evolving workload.
- Ability to exhibit good rapport with clients of varying ethnic backgrounds and socio-economic status.
- Excellent time management and organizational skills.
- Microsoft Office and EPIC system a plus

MINIMUM QUALIFICATIONS:

- CHW Community Health Worker, Public Health, or equivalent education.

To improve the health of our patients and communities by delivering exceptional care, removing barriers, and promoting healthy lifestyles.

- Minimum two years of experience in customer service health care setting.
- Bilingual (English/Spanish) preferred.

I have read and agree to abide by the job duties indicated above.

Name _____ Signature _____ Date _____