



ABC for Health, Inc. **POSITION DESCRIPTION**

<i>Position</i>	Health Benefits Assistant
<i>Supervisor</i>	Health Benefits Counselor Manager
<i>Hours</i>	Full time, Salary
<i>Compensation</i>	Dependent on experience, generous fringe benefits

POSITION SUMMARY

ABC for Health is a public interest law firm that focuses on access to health care coverage and services for low income people in Wisconsin. A Health Benefits Assistant (HBA) at ABC for Health provides advocacy services to individuals and families seeking to obtain, maintain or finance health care coverage and services. The position requires at least a 1-year commitment. The HBA reports to ABC for Health's senior advocacy staff. Some travel to local health care providers to meet with patients is required. In daily activities, the HBA:

- Assists with direct client services activities
- Conducts health benefits screening interviews with individuals and families
- Takes proactive advocacy steps to help clients obtain and maintain health care financing through public and private sources of benefits
- Supports Health Benefits Advocates, Health Benefits Counselors and attorneys
- Helps with materials development, training activities, and administrative office support

DUTIES AND RESPONSIBILITIES

- Conduct initial intake interviews with individuals requesting assistance, identifying questions and desired relief, while gathering information necessary to determine eligibility for coverage programs. Interviews may be conducted over the phone or in person.
- Support Health Benefits Advocates, Counselors and attorneys in contracted work with local hospitals, including billing office coordination and support.
- Provide clients with information, referrals and counseling to help them identify financing resources, obtain public health benefits such as Medical Assistance, and maximize benefits available under health insurance and HMO plans.
- Provide information and referrals to help clients with issues outside of agency scope.
- Record information in a client services database, closely monitor case management tasks, and facilitate database maintenance.
- Report on case status at weekly case meetings.
- Compile client services statistics for progress reports.
- Participate in training, publication development, and fundraising activities of ABC for Health.
- Assist Health Benefits Advocates and Counselors as needed.
- Participate in general office support, operations, and maintenance.
- Coordinate with HealthWatch Wisconsin activities, priorities and events.
- Other duties as assigned by supervisor



KNOWLEDGE AND SKILLS REQUIRED

- Fluency in Spanish preferred but not required.
- Understanding and empathy for people struggling to secure health care coverage and services
- Excellent record keeping, organizational skills, and attention to detail.
- Excellent written communication and interpersonal skills.
- Knowledge of Microsoft Office Suite and able to use an Access Database.
- Service industry phone and personal customer experience helpful
- Familiarity with community's health and social service programs helpful
- Ability to work independently with a positive “can do” attitude is a must!

ABC for Health, Inc., is an affirmative action employer.