



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

<i>Position</i>	<b>Health Benefits Assistant</b>
<i>Supervisor</i>	Senior Advocacy Staff
<i>Hours</i>	Full time, Salary. <i>ABC for Health, Inc., is an affirmative action employer</i>
<i>Compensation</i>	Dependent on experience, generous fringe benefits

**POSITION SUMMARY**

ABC for Health is a public interest law firm that helps low-income clients connect to health care coverage and services in Wisconsin. A Health Benefits Assistant (HBA) is an entry-level position at ABC for Health, with opportunities for growth and advancement. The HBA provides client 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
- Provides proactive advocacy services 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
- Provides support for materials development, training activities, and administrative office services

**DUTIES AND RESPONSIBILITIES**

- Conduct initial intake interviews with clients/callers seeking help and identify questions and desired relief. Help gather information necessary to determine eligibility for health coverage programs. Client interviews may be conducted over the phone or in person.
- Support Health Benefits Advocates, Counselors, and attorneys with client work and coordination 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 Advocus (client services screener/database) and 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