



<i>Position</i>	<b>Health Benefits Advocate</b>
<i>Supervisor</i>	Health Benefits Counselor Manager
<i>Hours</i>	Full time, Salary
<i>Compensation</i>	Dependent on experience; generous vacation, health insurance, & other fringe benefits.

## **POSITION SUMMARY**

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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 Advocate (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 2 years' experience in a social service position working with patients/clients on health benefits issues. The position requires a commitment of at least a 1 year. The HBA reports to ABC for Health's senior advocacy staff. Some travel to local health care providers to meet with patients is required.

## **DUTIES AND RESPONSIBILITIES**

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- 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.
- Take proactive advocacy steps to help clients obtain and maintain health care financing through public and private sources of benefits.
- Help supervise Health Benefits Assistants and support Health Benefits Counselors and attorneys in contracted work with local hospitals, including billing office coordination and regular reporting.
- 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.
- 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**

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- Can-do attitude with at least 2 years' experience in a social service/advocacy position.
- 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 communications, listening, interpersonal skills, and resiliency.
- Knowledge of Microsoft Office Suite and willing to learn a new database system.
- Customer service experience.
- Familiarity with community's health and social service programs a strength.

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