



Eligibility Worker

We are a community health center located in majestic Waimanalo, where **our mission** is to provide the highest level of primary and preventative health care services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana (family) regardless of their ability to pay. We are committed to improving the quality of life for the people of Hawaii.

Our Values

Mālama (stewardship) - We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

`Ohana (family) - We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

Pono(rightness and balance) - We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

We are seeking a dedicated, talented and team-oriented Eligibility Worker to join our `ohana (family) to support our mission and values.

We offer competitive wages, excellent benefits and a great working environment.

SUMMARY

The Eligibility Worker facilitates appropriate use of Waimānalo Health Center's (WHC) resources by providing and assisting patients with Sliding Fee Scale, QUEST, Medicaid, Federal Financial Marketplace and Welfare applications.

QUALIFICATIONS

- ❖ Has the ability to multi-task and function professionally under pressure.
- ❖ Reports to work/training/events on time and in semi-casual and/or WHC outreach attire; present a professional image of WHC.
- ❖ Ability to interact and communicate (oral and written) effectively, respectfully and sensitively to visitors, patients, staff members, Board Directors, and community members in a culturally appropriate manner.
- ❖ Ability to read, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- ❖ Ability to efficiently use MS Office, electric typewriter, facsimile machine/efax, copier, and other standard office equipment.
- ❖ Type at least 40 words per minute and use 10-key adding machine.
- ❖ Skilled in understanding, recording, and reporting data collected for required reporting purposes.
- ❖ Ability to function with little to no supervision.

CERTIFICATES, LICENSES, REGISTRATIONS

- ❖ High school diploma or equivalent required.
- ❖ Business School/Training Program or College and Medical Terminology are a plus.
- ❖ NextGen EPM experience is desirable.
- ❖ Meet all State and Federal Certified Application Counselor requirements.

BENEFITS

- ❖ Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- ❖ Discounted Medical and Dental services provided by WHC
- ❖ Paid Holidays – 10 Full days and 2 Half Days
- ❖ Paid Time Off (PTO)
- ❖ Paid Wellness Hours
- ❖ Wellness Bucks - \$200 annually
- ❖ Group Term Life Insurance
- ❖ Supplemental Group-term Life Insurance & AD&D Insurance
- ❖ Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages
- ❖ Flexible Spending Program
- ❖ Employee Assistance Program (EAP)
- ❖ Longevity Benefit – After 10 or more years of service
- ❖ Tuition Assistance Program
- ❖ Free Parking
- ❖ and more.....