



Position Description

Job Title: Regional Care Coordinator – Bilingual English/Spanish
Department: Classic Program
Reports to: Classic Program Supervisor
Hours: 40 hours per week / Full Time / Non-Exempt / Mon-Fri, 8:30am-5:00pm
Compensation: \$18.25 - \$22.25 / hour /DOE
Work Location: Temporarily remote and in our office location
Benefits: Medical, dental, vision, life, short-term disability insurance, PTO, FSA 401K retirement plan with 3% match

Position Summary

The Project Access NOW Classic Program coordinates a network of health care providers, making it easier for them to donate care to low-income, uninsured people in our communities. The Regional Care Coordinator works directly with clients, referring and volunteer clinics to help our clients get needed healthcare. Classic Program staff work with Protected Health Information and must be able to maintain strict confidentiality. This position requires a flexible, self-directed person with great attention to detail, who communicates clearly and respectfully, and has excellent customer service and phone skills. The Regional Care Coordinator must maintain confidentiality and adhere to HIPAA regulations. This is a fast-paced, interactive, dynamic environment.

Principal Duties & Responsibilities

- Verify eligibility and provide information to clients, care coordinators, and volunteer clinics.
- Conduct client orientation, enrollment, and application assistance.
- Enter client and referral data into the Project Access NOW database.
- Monitor and process email, phone, and fax communications in a timely manner.
- Schedule appointments, interpretation and make reminder calls to clients.
- Problem-solve with all stakeholders to get patients connected to care.
- Support workflows of Referring Partner clinics as a Super User in the database.
- Collaborate with internal and external stakeholders.
- Participate in team meetings. Provide and receive constructive feedback to team and partners.
- Maintain and update enrollment information in a Pharmacy Benefit Manager (PBM).
Troubleshoot with pharmacy techs, client, and team regarding pharmacy benefit.
- Other duties as assigned.

Education and Experience

- High School diploma or equivalent.
- At least 2 years of data entry experience required.
- Experience with or knowledge of health care environment preferred.
- Experience in serving diverse communities and traditionally underserved populations.

Qualifications

- Excellent phone/customer service skills.
- Experience in data entry required.
- Experience with or knowledge of the health care environment.
- Proficiency in MS Office and Adobe.
- Health care related experience required.
- Creative, with strong analytical and problem-solving skills, and ability to prioritize multiple tasks.
- Ability to work independently and as a team.
- Strong communication skills, verbal and written in English and Spanish.
- High level of organizational skills and excellent attention to detail.
- High level of accountability and reliability.
- Comfortable discussing financial eligibility requirements with clients.
- Must be able to pass a background check.
- A valid Oregon driver's license, and proof of insurance, or a reliable mode of transportation required.
- Bilingual (English/Spanish) required.

Working Conditions

- Temporarily working part time remotely and part time in the office
- Part time use of office space with stairs (no ADA access).
- Prolonged periods sitting at a desk.
- Daily use of keyboard, 2 monitors, mouse, telephone and/or headset.
- Project Access Now will equip employee with laptop, monitors, and other home office work tools.

About Us

The mission of Project Access NOW is to improve the health and well-being of our communities by ensuring access to care, services, and resources for those most in need.

Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identities make our organization stronger, smarter, and more effective. These identities, whether constructed by social, political, or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse team. Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.

How to Apply

Please visit our website at www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the Diversity, Equity and Inclusion questions found on our website to jobs@projectaccessnow.org.