

## Patient Eligibility Worker

**Reports To:** Administrative Supervisor

**Salary:** \$9.00 to \$10.00, depending on experience

**Location:** Yreka and Happy Camp Clinics with occasional travel to Orleans Clinic

**Summary:** Shall work with uninsured patients to identify alternate resources such as Medi-Cal, CMSP, Healthy Families, etc. Shall work with the CQI department to comply with JCAHO standards.

**1) What are your typical job responsibilities?**

Assisting patients in applying for alternate resources.

**2) How do you *really* spend your day?**

Calling patients, completing applications, going over paperwork, assisting in front office, assisting with patient reg. checking the status of applications within the Human Services Dept. Completing online application's for Healthy Families

**3) How do you organize your day to ensure you get everything done?**

I have my charts categorized from just submitted to monthly bases. I documents and notes in a rack for: Return phone calls, to information needed

**4) What education/career paths lead you to this position? Were there any life changes that guided your way to this position (ex; closing of the mill, desire not to leave area, family)?**

I love my hometown, which is Yreka. I am a Karuk Member and always imagined working within the Tribe. I have managed to work in many different business settings.

**5) Uppers; what is the thing that you love most about your job?**

Assisting patients! Doing what I can to get the patients the assistance, they need...

**6) Downers; what is the thing that you love least about your job?**

Waiting for the applications that I process to get approved through the Human Services Dept.

**7) What inspires, excites, and/or motivates you in your job?**

Hearing patients get happy about the assistance they are going to receive due to being eligible.

**8) What does your average work week schedule look like (ex; hours worked, meetings, appointments, traveling, etc.)?**

Very busy!

**9) How do you relieve stress?**

I go home and clean!

**10) Does your job include a lot of traveling? Do you enjoy it?**

Sometimes I have to travel but not very often! When I do go, I enjoy knowing that I will be able to receive more experience within my job.

**11) What advice would you give to someone interested in this line of work?**

They have to be willing to deal with processing a lot of paper work and have a good understanding of HIPAA rules and regulations... A lot of the paper work is very confidential and personal...

**12) What does *a typical day in your world* look like?**

Calling patients to see if they have received any information from the Human Services Dept. reminding them that if they do I need all info to ensure that they receive eligibility. Calling the Human Services Dept. to check the status of applications. Leaving messages for Workers to get back to me regarding applications and documenting all calls! Completing new applications and assisting the patients with gathering all information needed to complete the process.