



EMPLOYMENT OPPORTUNITY

CLASS: 2908 **TITLE: HOSPITAL ELIGIBILITY WORKER**
 (mm2)

SALARY: \$2,156 - \$2,621 Biweekly

DEADLINE: November 20, 2009

POSTED: November 6, 2009

JOB DESCRIPTION:

The San Francisco General Hospital (SFGH) Eligibility Department is accepting applications for **one (1) full-time** position in class 2908 Hospital Eligibility Worker. **SHIFT:** To Be Determined; evenings, weekends and/or holidays may be required.

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker related training as assigned, and to return to work as ordered in the event of an emergency.

Appointment Type: Permanent and Provisional applicants encouraged to apply. Provisional applicants must participate in a Civil Service examination for this job classification to become permanent.

ESSENTIAL DUTIES:

Under general supervision, the Hospital Eligibility Worker performs the following essential job functions:

- Conducts financial counseling interviews to identify sources of reimbursement for medical care;
- Determines patients' eligibility for financial assistance under the terms of various Federal, State, or County health care programs;
- Enrolls or assists patients in applying for Medi-Cal/Healthy Families/Healthy Kids, CDP, ADAP, CHDP, Healthy San Francisco-Our Health Access Program or other programs;
- Performs outreach duties for enrolling eligible patients/clients to the Healthy San Francisco, Our Health Access Program;
- Explains and implements SFGH billing policies and procedures to assist patients make payment plans or qualify for the Sliding Scale, Charity or Discount Payment programs;
- Works with SFGH staff and other agencies to facilitate patient access to care and to maximize reimbursement to the Hospital;
- Verifies insurance coverage and obtains required prior authorizations;
- Collects required deposits, co-payments, Share of Costs and etc;
- Completes various paperwork necessary for referring patients to healthcare programs;
- Performs other related duties as assigned/required.

MINIMUM QUALIFICATIONS:

Two (2) years of verifiable experience performing the duties of an Eligibility Worker in a hospital, medical clinic, Medi-Cal unit or a community-based health organization within the last five (5) years. The work experience must include determining eligibility for various Federal, State and county programs that reimburse for medical care.

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Substitution: Educational coursework from an accredited college or university may substitute for up to one (1) year of the required work experience (45-quarter/30 semester units equal one (1) year of experience). A photocopy of official transcript, evidencing the number of units earned, must be submitted at the time of filing, when using this substitution.

Verification/Waiver: Verification of qualifying experience, education, and/or training is required at the time of filing. Verification of all experience needed to qualify must be on the employer's letterhead, indicating the name of the applicant. Job title, duties, hours per week with dates of service and must be signed by the employer or appropriate representative. Candidates unable to do so, may submit a letter requesting a waiver of this requirement indicating the reason(s) verification cannot be obtained. Failure to submit verification or request for waiver will result in application rejection.

DESIRED QUALIFICATION(S):

- Possession of a current Certified Application Assistor (CAA) certificate to enroll patients/clients to the Healthy Families, Healthy Kids and Healthy Young Adults Program;
- Possession of a certification to use Health-e-App;
- Knowledge of the eligibility requirements for various Federal, State and local programs that provide health care coverage in an acute care or clinic setting;
- Knowledge of managed care plans and their requirements;
- Knowledge of Medi-Cal/Healthy Families/Healthy Kids regulations and application process;
- Experience utilizing a personal computer;
- Familiarity with computer based billing systems;
- Excellent interviewing and communication skills;
- Strong customer service skills;
- Demonstrate ability to work as part of a team;
- Attention to detail;
- Verifiable good attendance records.

APPLICATION PROCEDURE:

Interested individuals must submit a resume and [City and County of San Francisco \(CCSF\) employment application](#) to the Eligibility Supervisor, San Francisco General Hospital, Bldg. 10, 5th Floor, Room 1507, 1001 Potrero Avenue, San Francisco, CA 94110 by November 20, 2009. CCSF employment applications may be obtained from DPH Human Resources Services, 101 Grove Street, Room 210, SFGH Human Resource Services, 2789 – 25th Street, LHH Human Resource Services, 375 Laguna Honda Boulevard, or the website identified below. Applicants with disabilities requiring reasonable accommodation during the interview process may contact the person/department listed. www.sfdph.org

**PLEASE NOTE: APPLICANTS MEETING THE MINIMUM QUALIFICATIONS
ARE NOT GUARANTEED AN INTERVIEW**

*The Department of Public Health is an Equal Opportunity Employer
Women, Minorities, and Persons with Disabilities are encouraged to apply*

HR USE ONLY: JOB CATEGORY 300

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