

# CROSSOVER

## Healthcare Ministry

### Job Description Bilingual Patient Access Representative

**Cross Over Healthcare Ministry:** Operates two non-profit health centers in Richmond Va. The clinics serve low income patients who are uninsured or are enrolled in Medicaid. Overall, CrossOver provides comprehensive healthcare to 6,000 residents of Central Virginia, offering care to children as well as adults. CrossOver provides primary care, specialty care, dental, vision, mental health, HIV care and OB care to qualified patients. CrossOver also operates a licensed pharmacy. Our full time clinics are located on Cowardin Avenue in South Richmond and Quioccasin Road in Western Henrico County.

**Cross Over Health Care Ministry's Mission:** We are called to provide health care, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ.

**Cross Over Health Care Ministry's Vision:** A healthy, vibrant community where every person is restored by the compassionate, healing love of God.

**Overall Responsibility:** The patient advocate provides the administrative support necessary to deliver quality, compassionate care. Key responsibilities include front office, referrals for imaging, labs and specialty care, eligibility screening and helping patients with bill write offs.

Reports To: Operations Supervisor

#### Key Responsibilities:

- Answer the phone and greets patients over the telephone re: medications, referrals, and appointments
- Verify patient eligibility
- Secures the appropriate patient and insurance information
- Validates insurance information & eligibility
- Appointments scheduling over the phone
- All scheduling of imaging referrals, Medicaid, AccessNow and VCU referrals
- Transfer call to appropriate department if needed
- Ensures that registration data is correct and accurate
- Provides quality customer services to patient of all ages, their families, visitors, medical staff, clinician, volunteers and co-workers ensuring that everyone is treated courteously, quickly and with respect.
- Assist with patient eligibility
- Performs daily activities with minimal supervision.

- Functions in a self-directed manner to accomplishments of routine activities.

Hours: 40 hrs/ wk. Generally 8:15-5:00pm, some evening and weekend hours

Key Qualifications:

- Bilingual Spanish/English
- Familiarity with medical environment
- Efficient organization
- Clear communication
- Comfortable using and entering data into computer
- Able to multitask and problem solve
- Ability to work and communicate with diverse population
- Decision-making skills for unpredictable patient scenarios
- Capacity to multi-task
- Proficient in computer software programs: Excel, Word, etc.
- Ability to model CrossOver core values of Compassion, Integrity and Servant Leadership.