

# CROSSOVER

## Healthcare Ministry

### Job Description

### **Bilingual Patient Access Representative**

**CrossOver Healthcare Ministry:** Operates two charitable health clinics in Richmond, Virginia. The clinics serve low-income patients who are uninsured or are enrolled in Medicaid. Overall, CrossOver provides comprehensive healthcare to over 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.

**CrossOver Healthcare Ministry's Mission:** We are called to provide healthcare, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ.

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

#### **Overall Responsibility:**

The bilingual patient access representative provides excellent telephone customer service to all individuals who contact CrossOver through our call center.

**Position/Title:** Bilingual Patient Access Representative

**Supervisor:** Operations Supervisor

**Hours:** Monday to Friday 8:15am to 5:00pm; some evenings may be required. 40 hours/week.

#### **Key Responsibilities:**

- Answers phone calls and assists patients over the phone regarding medications, referrals, and appointments
- Verify patient eligibility
- Secures the appropriate patient and insurance information
- Validates insurance information and eligibility
- Appointment scheduling over the phone
- All scheduling of imaging referrals of Medicaid, AccessNow and VCU referrals
- Transfer calls 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
- Assist with Medical Records request and faxing
- Performs daily activities with minimal supervision
- Functions in a self-directed manner to accomplishments of routine activities

**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
- Proficient in computer software programs: Excel, Word, etc.
- Ability to model CrossOver core values of Compassion, Integrity and Servant Leadership
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**How to apply:**

Please email resume with qualifications to Poliana Venturoti ([pventuroti@crossoverministry.org](mailto:pventuroti@crossoverministry.org) ). Include "Application for Bilingual Patient Access Representative" in the subject line. No phone calls.