

CROSSOVER

Healthcare Ministry

Job Description

Bilingual Patient Advocate – Full Time

CrossOver 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.

CrossOver Healthcare 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.

CrossOver Healthcare 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.

Position/Title: Full-Time Bilingual Patient Advocate

Supervisor: Clinic Manager
Status: Full-Time
Hours: 40 hours per week. Generally 8:30-5:00pm. Some evening and weekend hours.
Benefits: Health, Vision, Dental, Life, Disability, Vacation, 401K

Key Responsibilities:

- Patient eligibility screening
- Appointment scheduling
- All scheduling of imaging referrals
- Answering phones re: medications, referrals, and appointments
- Assist with Medical Records request and faxing
- Medical interpretation
- Data entry
- Secures the appropriate patient and insurance information
- Validates insurance information & eligibility
- Assist with eClinical issues
- Assist Clinic Manager in training front office volunteers and interns on electronic health records and front office policies and procedures
- Assist volunteers on the clinic floor (providers/nursing support/scribes/interpreters) with questions regarding CrossOver policies

Key Qualifications:

- Bilingual Spanish/English
- Familiarity with medical environment/diseases
- Efficient organization
- Clear communication
- Comfortable using and entering data into computer
- Able to multitask and problem solve
- Bachelor's Degree preferred
- 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.

To Apply:

Please send resume and cover letter to info@crossoverministry.org. Please include "Application for Full-Time Bilingual Patient Advocate" in the subject line.