



Host Site: Lakeshore Community Health Care (LCHC) – Sheboygan, WI

Position Title: Outreach and Enrollment Coordinator

Contact: Michele Schmitt (920) 323-4389 email: mschmitt@lakeshorechc.org

Department: Patient Access

Reports To: Clinic Administrator

Position Summary

To provide outreach opportunities for county residents who lack access to healthcare and health insurance, provide enrollment and application follow-up assistance and build/strengthen enrollment collaborations with local partner organizations.

Duties and Responsibilities

- Provide enrollment assistance (including but not limited to completing coverage applications, gathering required documentation and troubleshooting the enrollment process) for uninsured children and adults, low-cost and free health insurance programs through the health insurance marketplace, Medicaid and Children’s Health Insurance Program.
- Provide structured patient education on health coverage, engage in follow-up conversations and offer renewal assistance for enrollment individuals.
- Distribute outreach materials to patients, community members, partner organizations and businesses to build coverage option awareness.
- Develop, discover and attend community events in order to promote coverage options and the mission and services of LCHC.
- Collaborate with various local organizations to build awareness of coverage options, spur enrollment and build referral linkage.
- Attend and successfully complete all required training programs; participate in ongoing conference calls, webinars, and other professional development.
- Develop and implement LCHC outreach and enrollment initiatives.
- Work with Patient Access team members on ad hoc projects related to helping patients access LCHC’s services.

Training

The AmeriCorps members will receive LCHC new staff orientation. The organization will pay for the members to be trained through the State and Federal Certified Application Counselor training process. With successful completion, the members will then work hand in hand with our Patient Access team to better learn the community, our current enrollment efforts, and the current goals for the 2018 open enrollment. The members will also be asked to meet with community partners to learn services, how LCHC partners with that organization, and what further collaboration could occur.



Qualifications/Skills/Education/Experience

- Minimum of some college experience; Bachelor's degree preferred
- Health care education and/or experience preferred
- Proficiency in the following Microsoft Office products – Word, Outlook, PowerPoint
- Ability to communicate verbally and in writing with a variety of stakeholders – patients, students, community-based organizations, professional health care staff, and the general public
- Ability to perform detail-oriented tasks efficiently and accurately
- Ability to manage multiple tasks efficiently and accurately
- Ability to interact with, and effectively engage the general public, including people with diverse cultural and socio-economic backgrounds
- Must be able to travel with use of a personal vehicle.
- Some evenings/weekend hours