

## **Financial Counselor**

### **Full-time**

#### **Position Summary**

Under general direction of the Team Leader of Financial Counseling, This position is responsible for counseling patients regarding insurance benefits and recommend alternate sources of payments and financial assistance to uninsured/underinsured patients and families. Assist patients with applying for MassHealth and private insurance applications through the Health connector, check MassHealth and private insurances throughout the online portals for eligibilities, re-determination, and recent disenrollment. Act as DHH lead in helping patients maintain insurance coverage to ensure reimbursement for services.

#### **Responsibilities include, but not limited to:**

- Assist patients with the MassHealth and private insurance application process using [mahealthconnector.org](http://mahealthconnector.org)
- Review MassHealth documentation for updated messaging. Follow-up with patients as necessary.
- Interview insured and uninsured patients to determine eligibility for state programs and private products.
- Review and documenting financial collection eligibility
- Verify insurances a week in advance as well as PCP and PCC assignments to patients' insurance.
- Help Patient with Medicare Products (Medicare D and C Enrollment )
- Assists in performing office support duties, which may include answering phone calls, retrieving messages from voice mail, financial counseling tasks, providing office assistance as needed.

#### **Qualifications:**

High School Diploma or equivalent, Associates Degree preferred. Previous experience in health facility, insurance coordination role or comparable experience in a health care or managed care organization desired. Flexible schedule for some Saturdays and evenings.

- Strong organizational/interpersonal/communications/customer service skills.
- Ability to work independently and perform multiple activities efficiently in a timely and accurate manner.
- Computer literacy
- Bilingual in English and Spanish required
- Obtain and maintain Certified Application Counselor (CAC) certification.
- HIPAA, Medicare/FQHC, Medicaid

For consideration, please forward resume and salary requirements to:

**DotHouse Health**

**Attn: Human Resources Department**

**1353 Dorchester Avenue**

**Dorchester, MA 02122**

**Fax (617) 740-2310**

**[dh.jobs@dothousehealth.org](mailto:dh.jobs@dothousehealth.org)**