



Job Description

TITLE: Medical Enrollment Administrative Assistant	JOB CODE: 3911
DEPARTMENT: Adult Detention Center	FLSA: Non-Exempt
PREPARED: January 9, 2018	FLSA CLASS: Professional
UPDATED: April 11, 2022	WORK LOCATION: Farmington, NM
	REMOTE WORK ELIGIBLE: NO

Summary: Under direct supervision of the Adult Detention Deputy Administrator, the Health Information Administrative Assistant ensures healthcare coverage is made available to eligible inmates; coordinates efforts to ensure inmates transitioning out of the detention facility have been informed and/or enrolled in Medicaid or comparable health insurance programs. Compile, process, maintain, and protect patient information consistent with healthcare regulations, HIPAA, and confidentiality. This position requires the ability to communicate effectively and tactfully in dealing with a wide variety of individuals; provide administrative duties of Records Technician and assist with clerical duties for the facility as requested.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Identify, interview, and screen inmate for potential Medicaid eligibility pursuant to Medicaid, Medical Assistance Division (MAD), and Presumptive Eligibility (PE) program rules, guidelines, and YESNM (online self-service portal) portal requirements to determine eligibility for healthcare coverage.
- Identify uninsured inmates potentially eligible for MAD programs and provide enrollment assistance.
- Maintain procedures for follow-up and tracking of MAD program applications, specifically targeting PE applications and redeterminations.
- Act as an advocate and/or liaison for inmates by working with MAD to resolve eligibility barrier that may arise.
- Thoroughly explain the application process, benefits of PE, Medicaid, and all other Human Services Department (HSD) programs to inmates.
- Educate eligible inmates about the managed care plans as a neutral party, including a Native American's right to opt-out of managed care.
- Assist manage care organizations (MCOs) with care coordination for inmates getting ready for release.
- Comply and maintain New Mexico Senate Bill-42 requirements of coordinating and assisting with enrolling eligible inmates for healthcare coverage before being released; provide timely reporting obligations to New Mexico Human Services Department; coordinate inmate information with NM HSD in a timely and efficient manner.
- Handle sensitive and confidential data and ensure the quality and integrity of all information produced.
- Collect, enter, analyze, maintain, and secure data on inmates enrolled in MAD programs; prepare special and recurring reports.
- Coordinate and receive technical assistance from the County HCAP Manager.
- Perform duties of Records Technician by preparing inmate criminal history records; scan records; search and confirm inmate record inquiries; make copies of records for various agencies; provide customer service to the general public.
- Provide administrative duties as requested and/or needed, including answering and screening phone calls, typing correspondence, filing, scanning records, sort and log incoming mail, and related tasks.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of federal and state statutes, guidelines, policies, and procedures pertaining to Medicaid/Medicare programs, New Mexico Medical Assistance programs, and New Mexico Senate Bill 42.
- Knowledge of the principles, practices, laws, and regulations related to inmates and social services programs.
- Knowledge of applicable detention center policies and procedures.
- Knowledge of detention center records and their confidentiality policies and procedures.
- Knowledge of HIPAA dealing with protected health information.
- Knowledge of safety and security policies and procedures.

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Medical Enrollment Administrative Assistant

- Knowledge of medical billing practices, medical terminology, and medical coding.
- Knowledge of the principles of file and records management; and general office skills.
- Knowledge of County policies and procedures.
- Skill in collecting and researching information gathered through interviews and documentation.
- Skill in researching, compiling, and preparing reports and related information.
- Skill in solving problems in a timely manner.
- Skill in communicating effectively, both orally and in writing, and in maintaining confidentiality.
- Skill in planning and organizing work to meet deadlines and established objectives.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in analyzing, planning, prioritizing, and implementing plans, programs, and multiple tasks.
- Skill in establishing and maintaining effective working relationships with County staff and the general public.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in filing alphabetically and numerically.
- Considerable skill, knowledge, and competency in the use of a personal computer, digital media, web applications, and standard business software for word processing, spreadsheets, and database applications.

Education and Experience

- Associate's Degree in Business Administration, Health, Social Work, or related field; and two (2) years of healthcare claims, social service programs, social work; or an equivalent combination of education and work experience sufficient to perform the duties of the position.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office and correctional environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- May be required to work in a moderate to loud noise environment.
- Requires flexibility in a constantly changing environment.
- Full-time work hours for this position consist of non-standard work hours, including nights and weekend shifts and overtime as a requirement for the operations of this facility.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:

Date:

Supervisor

Date:

Department Head:

Date:
