



# Tucson Indian Center

160 North Stone Avenue • Tucson, Arizona 85701  
Mailing Address: P.O. Box 2307 • Tucson, Arizona 85702  
Telephone: (520) 884-7131 • Fax: (520) 884-0240  
[www.ticenter.org](http://www.ticenter.org)

**Job Title:** Family Health Advocate

**Salary:** \$17.69 - \$23.94 per hour – Non-Exempt, DOE

**Status:** Permanent, Full-Time

**Hrs./WK:** Forty (40)

**Department:** Wellness

**Job Location:** Tucson, Arizona

## **Nature of Work:**

The Family Health Advocate (FHA) facilitates enrollment of individuals and families into affordable health insurance coverage such as Arizona Health Care Containment System (AHCCCS), KidsCare, and commercial health plans. The FHA provides education on the Affordable Care Act (ACA), also provides enrollment assistance, case management and support for the uninsured and the underinsured as needed. The FHA collects documentation for eligibility for services and special provisions for American Indian and Alaska Natives. The FHA also links program participants and their families with community health resources to address social needs.

## **Essential Functions:**

- 1. Provides excellent customer service to clients, visitors, and staff in person and on the phone.**
  - a. Greet all clients/visitors and staff in customer-service oriented manner.
  - b. Provide excellent customer service to every client and client in person and over the telephone.
  - c. Learn and continuously educate themselves about the programs and services offered at Tucson Indian Center. The FHA should know the eligibility requirements for enrollment and participation for each program and service.
  - d. Utilize marketing materials to educate and refer community members to Tucson Indian Center programs, services, medical/dental home, and health insurance coverage.
  - e. Answers incoming phone calls and direct calls in a customer-friendly and professional manner as necessary.
  - f. Customer service concerns are addressed promptly.
  - g. No more than two customer service complaints quarterly.
  
- 2. Manages client pre-registration, registration and eligibility of insurance for all new clients.**
  - a. Onboard new clients with an introduction to the benefits of Tucson Indian Center, including establishing a health care and wellness home.
  - b. Verification of insurance is performed and documented.



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- c. Patient registration is accurate, complete, well documented, and timely.
- d. No more than two client registration errors quarterly.

### **3. Provide education, advocacy and enrollment assistance for Medicaid, Affordable Care Act, other health plan options, SNAP, and TANF.**

- a. Provide information and application assistance in a fair, accurate, and impartial manner. Provide information in a culturally and linguistically appropriate manner.
- b. Uninsured clients are enrolled into AHCCCS, KidsCare or other health plan options.
- c. Serve as the primary point of contact for enrollment activities.
- d. Monitor AHCCCS enrollment status of individuals and families to ensure completion of AHCCCS application process and maintain data to ensure families renew eligibility annually.
- e. Provide assistance with enrollment for Supplemental Nutrition Assistance Plan (SNAP) and Temporary Assistance for Needy Families (TANF) programs.
- f. Complete reports regarding all enrollment activities as requested.

### **4. Responsible for enrollment and compliance with the Title V Program.**

- a. Patients are educated about the requirements of the Title V program and the Affordable Care Act.
- b. Have an error rate no higher than 5% per rolling 3-month period. Errors include completed and approved AHCCCS or insurance applications, CIB or CDIB or proof of ancestry for enrollment into the Title V program, all documents collected, and accuracy of code selection entered into the Electronic Health Record (EHR) system.

### **5. Supports the organization as needed.**

- a. Participates in Tucson Indian Center requirement for eight (8) hours of non-position related outreach.
- b. Substitutes for other client registration team members including when needed.
- c. Other work assignment as assigned by supervisor.

### **Required Knowledge, Skills and Ability:**

- Excellent communication skills, both written and verbal.
- Capacity for self-motivation and ambition with minimal supervision.
- Expert knowledge regarding eligibility requirements and enrollment process of the AHCCCS, CMDP, Title V, SNAP, and TANF.
- Ability to uphold quality customer service to all clients/customers of Tucson Indian Center.



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- Demonstrate proficiency with computer-based applications such as MS Office, Adobe, spreadsheets, email, and other computer software programs.
- Able to use medical Electronic Health Record.
- Ability to complete health plan eligibility and pre-authorizations.
- Understanding of eligibility, enrollment, and access barriers to health care issues of the Native American/Hispanic and other minority communities of Pima County.
- Ability to work with multiple levels of supervision and differing program requirements simultaneously.
- Knowledge of privacy and confidentiality policies and regulations.
- Ability to communicate with co-workers and superiors to carry out assignments, meet goals and ensure the success of the position.
- Maintain current knowledge of public benefit programs and web-based benefit application sites.
- Stay well-informed of and communicating health related information regarding all services Tucson Indian Center has to offer.
- Excellent customer service skills.
- Must understand the Native American and Hispanic community and culture, as well as experience working with people from diverse ethnic groups and various backgrounds.

## **Required Experience and Training:**

- High School Diploma or equivalent (Associates Degree preferred) with five (5) years combined experience in customer service, health care advocacy and education, client registration, or other direct care medical experience.
- Bilingual in English/Spanish languages preferred.

## **Additional Requirements:**

- Must possess valid Arizona Driver's License
- Must pass Driver Insurance Carrier's requirements
- Must obtain a HIPAA certification within 2 weeks of hire.
- Must obtain certifications in Cardio Pulmonary Resuscitation (CPR), Automated External Defibrillator (AED) and First Aid within 3 months of hire.
- Must pass Arizona DPS Fingerprint Clearance (Class I & II)
- Must pass and submit to periodic/random drug testing

## **Working Conditions:**

- Exposure to communicable disease & bloodborne pathogens, unpredictable environmental conditions, physical requirements.



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- Exposure to communicable diseases such as COVID-19 or bloodborne pathogens is a risk of this position.
- Unpredictable environmental conditions range from working in a climate-controlled office/clinic setting to working in a patient's home, outside, in extreme temperatures, or in spaces with poor ventilation.
- While performing the duties of this job, the employee is regularly required to stand, walk, and drive in the Tucson Urban area.
- The employee is occasionally required to sit; balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 30 pounds.

## **Supervisory Status:**

Non-supervisory

Reports to Wellness Grants & Services Manager

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.

*Additional consideration is also given to honorably discharged veterans and protected veterans.*

- *Veterans who earned an Armed Forces Service Medal "pursuant to Executive Order 12985."*
- *Those who served on active duty in the US Military during an expedition, campaign, or war on the ground, naval, or air service.*
- *Recently separated veterans (3 years following separation from service)*  
*\*All discharges besides dishonorable may receive protected veteran status.*