



Caseworker
Indigent Health Care Services

IHC/6
Pay Grade: 12

JOB SUMMARY

This position is responsible for participating in the review of client applications to determine program eligibility. An incumbent in this position may be designated "Senior Caseworker".

MAJOR DUTIES

- Reviews client cases to determine program eligibility; reviews applications for accuracy and completeness; gathers and makes copies of required documentation.
- Interviews applicants and program recipients regarding their medical necessities.
- Determines household composition; verifies residency, resources, and income.
- Prepares required reports and obtains client signatures.
- Reviews eligibility criteria to make eligibility determinations.
- Updates, maintains and verifies case record information.
- Reviews cost estimates, CPT codes and physician orders to make necessary calculations.
- Schedules client appointments.
- Reviews and prepares medical claims for payment for clients, including qualifying jail inmates.
- Posts checks received for processed claims; enters check information to the request log.
- Prepares explanations of benefits for providers for all paid claims.
- Resolves client and provider billing questions and concerns.
- Performs outreach efforts.
- Maintains related client files and records; maintains log reports.
- Maintains contact with state and local agencies to follow-up on the status of client benefits.
- Reviews and assesses active cases as required.

- Processes and evaluates burial/cremation assistance applications.
- Processes and evaluates emergency medication assistance and pharmaceutical assistance program applications.
- Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of relevant federal and state laws, county ordinances, and department policies and procedures.
- Knowledge of the Texas Health and Safety Code and the Indigent Health Care Program Handbook.
- Knowledge of community social welfare programs and resources.
- Knowledge of computers and job-related software programs.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The Eligibility Caseworker Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Texas Health and Safety Code, the Indigent Health Care Program Handbook, the Health Insurance Portability and Accountability Act, the Health Care Reform Act, and county and program policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related duties in the determination of applicant eligibility for program services. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to participate in the evaluation and processing of client applications and claims. Successful performance helps ensure the efficient and effective delivery of services to eligible clients.

CONTACTS

- Contacts are typically with coworkers, healthcare providers, pharmacists, funeral home personnel, law enforcement personnel, representatives of the Mexican Consulate, and the general public.
- Contacts are typically to exchange information, motivate persons, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while standing or walking. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County policies.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Must have a high school diploma or GED from an accredited institution.
- Must be able to type 35 wpm.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date