

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 1518  
Grade: 16  
FLSA: Exempt

### Standard Job Description

**Job Title**  
Caseworker Mang Unit

**Department**  
Outpatient-MANG

#### **Job Summary**

Interviews and assists patients with the medical assistance application process through the gathering of pertinent financial, demographic and other data to acquire medical assistance under Medicaid, Managed Care and charity care programs. Reviews supporting documentation, explains hospital policies and procedures related to the process. Verifies data and accesses patients' ability to pay for medical services. Provides other assistance in registration, intake and medical assistance no grant (Mang) case management.

#### **Typical Duties**

- Interviews patients and/or their representatives to obtain demographic and financial information to complete quality applications.
- Provides document forms and explains Illinois Department of Human Services (IDHS) policies and procedures.
- Verifies patient demographics during the screening process for the purpose of updating hospital data.
- Maintains patient logs required for daily statistical productivity reports.
- Completes and routes patient case folders with pertinent information for billing and collection purposes.
- Completes and returns all assigned cases consistent with established productivity standards.
- Updates hospital information system with appropriate documents.
- Performs other duties as assigned.

#### **Reporting Relationships**

Reports to the System Manager Patient Access, Financial Counseling.

#### **Minimum Qualifications**

- Bachelor's Degree in Business, Finance, Social Work or a Behavioral Science
- Two (2) years of work experience in hospital finance/ revenue Cycle operations
- Must be able to travel to work sites throughout the Cook County Health & Hospitals System
- Based on work location, bilingual skills in either English/Spanish, English/Polish and/ or English/Mandarin may be required **OR** preferred

#### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of the Managed Care environment, third party reimbursement, hospital and community services and hospital and health care policies.
- Knowledge of Medicaid eligibility requirements and Cook County Health and Hospitals System and the Department of Human Services policies and procedures.
- Ability to compile, organize, prepare and maintain an assortment of records and information in an effective manner and according to CCHHS policies and procedures.

**Knowledge, Skills, Abilities and Other Characteristics continued**

- Strong customer service skills with the ability to work with a multi-culturally and economically diverse patient population
- Ability to organize tasks and establish priorities in response to changing conditions and in
- Emergencies; sensitivity to the needs of a multi-cultural community
- Ability to establish and maintain effective working relationships and co-workers and clients in a stressful environment
- Strong written and oral communication skills necessary to explain CCHHS application processes to patients and their families
- Strong interviewing skills
- Attention to detail especially as it relates to obtaining pertinent financial, demographic and other data necessary to complete medical assistance applications
- Ability to maintain confidential patient records
- Computer skills necessary to complete patient application process
- Ability to use judgment in routine and non-routine situations
- Strong initiative, productivity and problem solving skills

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Carla J. Salvo 2-27-17  
Carla Salvo Date  
System Manager Patient Access, Financial Counseling

Approval: \_\_\_\_\_  
Gladys Lopez Date  
Chief of Human Resources