



ELIGIBILITY ANALYST I

Under supervision, the Eligibility Analyst I carries out a variety of tasks related to eligibility procedures, training, communicating with counties, enrollment sites and stakeholders, and, related duties as required.

- Conduct evaluation of applicant information, forms, and documents to determine if eligibility requirements are satisfied.
- Create thorough application notes documenting deficient applications, unmet eligibility requirements and/or required follow up actions.
- Act as an informational resource for County eligibility program staff, enrollment site staff, applicants, and the public regarding eligibility matters.
- Effectively communicate eligibility rules, regulations, policies, and procedures to beneficiaries, applicants, enrollment sites, county welfare departments, medical providers, state agencies, and outside vendors.
- Respond to inquiries and provide direction and guidance on the appropriate application of policies and procedures for complex or unusual case circumstances.
- Review new system enrollment forms for completeness and establish new user accounts.
- Participate in system testing, as needed.
- Identify and troubleshoot issues with system users.
- Create and log helpdesk tickets.
- Participate in the development and implementation of policies and procedures for eligibility policies associated with all CMSP benefit programs and make recommendations for changes and improvements to eligibility requirements and procedures.
- Support eligibility training activities.
- Perform related duties as required.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

- California's system of publicly funded health coverage, such as Medi-Cal or Covered California, and the framework for eligibility determination.
- Fundamental customer service and public relations techniques.
- Office procedures, methods, and equipment including, computers and applicable software applications such as word processing, spreadsheets, and other specialized applications related to area of assignment.
- Applicable federal, state, and local laws, codes, and regulations.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Organize and prioritize work assignments.
- Apply critical thinking skills to be able to recognize and evaluate problems and find solutions.
- Use automated technology to maintain records in an accurate, organized, confidential and efficient manner.
- Work with sensitive and confidential information.
- Communicate clearly and concisely, both verbally and in writing.
- Follow verbal and written instructions.

Training and Experience:

Three years of experience performing duties equivalent to an Eligibility Analyst I such as determining eligibility for public or social services programs, loans, financial assistance, unemployment, or veterans' benefits.

Completion of 60 semester or 90 quarter units of college preferred but not required.

Bilingual Spanish preferred but not required.

SALARY & BENEFITS

\$22.12 - \$30.77 per hour depending on experience

Insurance (health, dental, vision), retirement, vacation, and sick benefits with full-time employment. Retirement, vacation, and sick benefits with part-time employment.

APPLY

Please email a cover letter and resume to jobs@cmspcounties.org with "Eligibility Analyst I" in the email subject line.

December 14, 2021