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# Example of Patient Advocate Job Description

Our innovative and growing company is looking for a patient advocate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for patient advocate

* Assists with new hire and remedial training
* Daily monitoring of system site work queues, reporting out monthly KPIs to leadership
* Establishes acceptable payment arrangements on self-pay accounts
* Responsible for presumptive eligibility population by actively reaching out to patients, verifying quick qualification
* Collects patient payments and provides receipt accurately completing all required fields
* Complete, pass, and maintain Colorado’s state certification for CAAS (Certified Application Assistance Site) Colorado’s Outstationing grant program
* Documents patient account notes for all interactions/transactions in EPIC and/or CAC Tracker
* Educate patients about Connect for Health Colorado (C4HCO) meeting with patients in person or via phone to explain services available, reasons to buy health insurance, and options for coverage
* Is able to understand the PEAK and Connect for Health web-based decision tools and guide patients through the process of narrowing choices for qualified health plans
* Knowledge and understanding of the 501r Regulation – do we need?

## Qualifications for patient advocate

* Participates in development of assistance processes adopted by the department to support OCM
* For presentation to the patient, creates financial snapshots through the use of historical claims data, calculation tools and other effective methods outlining cost of treatment
* Counsels patients regarding availability of support as needs are identified through evaluation of potential costs or other interactions with patients
* Makes referrals to services or individuals internal/external to the organization for further supportive actions, for example distress counseling, patient services such as transportation
* Reviews claim issues, with special emphasis on the OCM project billing and data reporting
* Reviews patient insurance plans for coverage and identifies areas for improvement to support the patient’s overall financial health