



**Classification: Program Technician II**

**Position Title: Bilingual Business Operations Service Center Representative**

**Position Number: 801-310-9928-314**

**Division Branch: Service Center/Business Operations**

**Location: Sacramento County**

### **Job Description Summary**

Under general supervision of the Supervising Program Technician III (SPT III) of the Business Operations Unit, the Bilingual Program Technician II (PT II), Bilingual Business Operations Service Center Representative, processes enrollment applications and other documents from enrollees including income, immigration, citizenship, and other manual verification documents. The Bilingual PT II is responsible for accurate data entry of all enrollment related documents into the database and processing of incoming and outgoing mail. Duties include receiving and making telephone calls for Covered California to finalize consumer enrollments screening individuals for Medi-Cal eligibility, referring customers to the appropriate county if applicable. Duties include access to various information systems which contain protected enrollee information, including federal tax information, protected health information, and personally identifying information.

### **Job Description**

#### **35% (E)**

While utilizing excellent customer service skills and professionalism, the Bilingual Business Operations Service Center Representative, through Covered California's Paper Application telephone number, assists consumers for processing information in order to finalize consumer enrollments through inbound and outbound calls. While following Covered California's policies and with great attention to detail, reviews the completeness of data which has originally been entered by other staff members, compares the database to the document, identifies missing required information, make outbound telephone calls to consumers, receives inbound calls from consumers, retrieves missing information, documents the information gathered and enters it into the database to complete the consumer's enrollment. Provides an overview of qualified health plans for Covered California, including tier levels, plan benefits, deductibles and out-of-pocket costs, advanced premium tax credits and monthly premium costs. Updates consumer's Covered California account and provides eligibility results, if applicable. In many cases, multiple calls will need to be made to retrieve correct information. Utilizes bilingual fluency to facilitate in language communications with consumers.

**30% (E)**

Performs efficient and accurate data entry for large volumes of documents related to healthcare insurance into the Covered California database. Follows work flow policies and procedures established by Covered California, verifies accuracy and completeness of data, identifies the required information from the source documents, and inputs data into the required format and applications. Complies with all Health Insurance Portability and Accountability Act (HIPAA) guidelines and regulations regarding the handling of highly confidential personal health information. Reviews and identifies correspondence that may be processed by other units and directs applicable correspondence to appropriate staff for processing or response. While utilizing moderate computer skills, updates programs required to process the correspondence requests for tracking purposes. Meets production and quality goals.

**15% (E)**

Processes and evaluates detailed semi-technical data and a variety of manual work stream functions that may include: data gathering from consumers, consumer case comparisons, enrollment completion and termination utilizing Covered California databases. Reviews, processes, and verifies incoming and outgoing consumer documents. Compiles reports utilizing complex laws, rules, regulations, policies, guidelines, procedures, instructional memos, computer software, etc. on a daily basis. Performs a variety of different tasks utilizing current task guides and job aids to assist in the completion of the assigned duties. Attends regularly scheduled meetings with Supervisors, Managers, and other staff to discuss and receive updates regarding the databases, policies, and procedures. May assist with the development or make recommendations on processes, policies, procedures, and process improvements. Identifies potential issues that adversely affect our consumers and suggest remedies to Supervisor. Prepares documents for mailing including confidential materials (printing/copying, addressing, stuffing, sorting and assembling) utilizing various software applications, Intranet, Extranet, printers, copiers and sorting techniques, following oral and written instructions.

**15% (E)**

Assists Service Center Representative staff in the Call Center by responding to customer inquiries received through the Covered California's toll-free telephone number through inbound and outbound calls. Handles customer questions, complaints, and requests using business knowledge, professionalism, and efficiency to maximize one-call resolutions. Performs caller verifications and records details of inquiries and actions taken to resolve each request. Accurately determines best course of action to meet the caller's needs. Travels locally off-site to attend meetings or trainings.

**5% (M)**

May attend a variety of training sessions in-person, on-line or via telephone conference. Participates in special project assignments, process improvement discussions, or system testing projects.

**Scope and Impact**

*a. Consequences of Error:* Poor judgment, decisions, and errors can adversely impact the operations of the Business Operations Unit, which could impact the ability of staff to complete their primary work as required. Consequences of error may include missed deadlines, poor working relationships, corrective action or consumer's delayed access to care. After a reasonable amount of training and accumulated experience, increases performance for the number of documents keyed with minimal errors.

*b. Administrative Responsibility:* This position does not have administrative responsibility.

*c. Supervision Exercised:* This position does not exercise supervisory duties, however, may act as lead and assist peers with questions on work procedures.

*d. Frequent Internal Personal Contacts:* Consumers, Certified Enrollment Counselors, Certified Insurance Agents, System Administrators and External Training Resources.

*e. External Personal Contacts:* Consumers, Certified Enrollment Counselors, Certified Insurance Agents, System Administrators and External Training Resources.

**Physical and Environmental Demands***Work Environment*

Work in a climate-controlled, open office environment, under artificial lighting or in a dedicated space for teleworking; exposure to computer screens and other basic office equipment; work in a high-pressure fast-paced environment, under time critical deadlines; work strenuous and long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak workload periods, works overtime; appropriate dress for the office environment.

*Essential Physical Characteristics*

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexing of the neck. Frequent: sitting for long periods of time (up to 90%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 90%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with customers for extended periods (up to 90%); Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.



*Note:* Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **Working Conditions and Requirements**

- a. Schedule:* Core business hours are Monday-Friday, 8:00 am - 5:00 pm.
- b. Travel:* Travels locally off-site to attend meetings or trainings up to 5% of the time.
- c. Other:*