



VOLUNTEER POSITION: Medicaid Enrollment Facilitator
LOCATIONS: 108 Cowardin Ave, Richmond, VA 23224
8600 Quioccasin Rd, Richmond, VA 23229

Contact: Molly Smith
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MISSION

We are called to provide high quality healthcare, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ.

VISION

A healthy, vibrant community where every person is restored by the compassionate, healing love of God.

BACKGROUND

CrossOver Healthcare Ministry is a non-profit health clinic founded in Richmond in 1983. Currently we have two clinics located in areas of identified need in the City of Richmond and County of Henrico. CrossOver is a primary and specialty care clinic and since our inception we have served those in the central Virginia area with no insurance who fall below 200% of the federal poverty line. Medicaid expansion will take effect January 1, 2019. CrossOver estimates that 30% of its current patients will be Medicaid eligible as a result of Medicaid expansion. In order to ensure that our current patients can continue to receive care at a medical home that they know and trust, CrossOver will begin providing care to the Medicaid enrolled starting January 1, 2019, while continuing to serve the uninsured. To this end we are seeking volunteers who would be willing to help our eligible patients enroll in Medicaid.

RESPONSIBILITIES

Facilitators will meet with patients who have been scheduled by CrossOver

- Greeting patient, reviewing application and paperwork with them
- Helping complete paperwork if necessary
- Guide patient through completion of online application if preferred
- Maintain the paper copy (CrossOver will send them to DSS)
- Reassure patient they will hear back from DSS for more information. It takes up to 45 days for the applications to be processed.

REQUIREMENTS

- You must attend a brief training (if you are doing this as part of a group, CrossOver can provide this at your location or it can be done prior to your group's shift)
- If you have fluency in a language other than English (Spanish, Arabic, English, Portuguese) let CrossOver know as this will influence the scheduling
- Responsible and confident in skills and communication
- Willingness to adhere to CrossOver policies and workplace regulations (this includes confidentiality policy)

*****Staff will be on hand to answer questions**

*****Patients will be scheduled for a certain time slot and will be informed ahead of time what items they need to bring with them.**

*****As a facilitator you will not be determining anyone's eligibility for Medicaid. Your will simply assist them in completing the necessary paperwork to determine eligibility.**