

### **Receptionist/Office Assistant**

1. Handle all receptionist needs, including phone and counter services as well as information and referral services (including for safety net health and human services). (4)
2. Provide information and referral and outreach services. (4)
3. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal and directs clients to application and eligibility staff for eligibility determination. (4)
4. Provide bilingual translation and interpretation. (4,6,8)
5. Refers Medi-Cal eligible individuals and families directly to provider services. (6)
6. Coordinates Medi-Cal covered health services for a client. (6)
7. Coordinate and monitor transportation client has a physical or mental limitation, to Medi-Cal covered health services to meet their identified needs. (6)
8. Assists individuals and families with aspects of the Medi-Cal application process. (8)
9. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)
10. Attends training related to the performance of MAA. (20)

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Participant Signature (Please sign in blue ink)

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Date

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Participant Name (Printed)