Andre Navarro

ELIGIBILITY SPECIALIST

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SUMMARY

Eligibility specialist with 2 years at a county human services agency, carrying a caseload of 320 Medi-Cal and CalFresh households. Handles eligibility determination, income verification and renewals within state deadlines, with strong attention to detail, HIPAA-compliant records and calm customer service in English and Spanish.

SKILLS

- Eligibility Determination
- Income Verification
- Case Management
- HIPAA
- Data Entry
- Microsoft Office
- Excel
- Outlook
- Customer Service
- Attention to Detail

EXPERIENCE

Eligibility Specialist 10/2024 - Present

Delta Valley Human Services Agency Sacramento, CA

County human services agency administering Medi-Cal, CalFresh and CalWORKs.

- Manage a caseload of **320** Medi-Cal and CalFresh households, completing renewals and changes within state timelines.
- Conduct eligibility determination interviews for 45 new applicants a month by phone and in person.
- Review pay stubs, bank statements and employer letters for income verification, scoring 98% on state quality audits.
- Coordinate case management referrals to housing and job programs, documenting every contact under HIPAA rules.

Patient Registration Representative 06/2023 - 09/2024

American River Community Clinic Sacramento, CA

Federally qualified health center with 4 sites.

- Registered **60** patients a day, verifying insurance coverage with accurate data entry in Microsoft Office and the clinic system.
- Screened uninsured patients for Medi-Cal and sliding-fee programs, enrolling 90 families in one year.
- Tracked 200 pending insurance cases in Excel and answered the shared Outlook inbox for the front desk.

EDUCATION

Bachelor of Arts 05/2023

California State University, Sacramento Sacramento, CA

Sociology