Job Title: Health Coverage Guide – Full Time 40 hours per week plus benefits, 18 month temporary position

Hiring Range: DOE – approximately $16-20 per hour

Prepared Date: July 2, 2013

Mission Statement of the Grand County Rural Health Network is to work in partnership to improve the future of our healthcare through programs and services that educate the community on health issues and ensure accessibility and efficiency of the healthcare system.

Position Summary:
Provide objective outreach, education and enrollment assistance to individuals, families and businesses interested in purchasing insurance through Connect for Health Colorado, a new online health insurance marketplace. Position is based in Hot Sulphur Springs and requires daily travel throughout Grand County and weekly travel to Jackson County. This is a full-time, 18 month temporary position. Please send cover and resume to Jen Fanning, jfanning@co.grand.co.us. EOE.

Supervision Received:
Reports to and receives general direction from the GCRHN Executive Director. Works under the supervision of a Certified Assistance Site – Northwest CO Visiting Nurses Association.

Supervision Exercised:
None.

Essential Duties and Responsibilities:
- Provide outreach and marketing in the 2 county region of Grand and Jackson Counties about Connect for Health Colorado, the range of public health care programs and private health insurance options, and the availability of help with insurance costs;
- Provide customer service that emphasize an unbiased, “no wrong door” approach to obtaining health insurance and health care services;
- Provide general education to individuals, groups, and businesses about Connect for Health Colorado;
- Meet with small business and individual customers in person to explain Health Coverage Guide services, reasons to buy health insurance, and options for coverage;
- Assist small business and individual customers with opening or accessing an account with Connect for Health Colorado;
- Assist customers with application for getting help with premium and cost-sharing discounts through Connect for Health Colorado;
- Explain affordability programs, Qualified Health Plans, Essential Health Benefits, and rights when using insurance;
- Assist customers with understanding web-based decision tools to help narrow the choices for qualified health plans;
- Work closely with Patient Navigator Team at Grand County Rural Health Network and Middle...
Park Medical Foundation, as well as community partners. When appropriate, assist clients in transitioning seamlessly for assistance in applying for Medicaid, CHP+, Colorado Indigent Care Program and Client Assistance Program (CAP);

• Assist with grant program management, including ensuring targets and deliverables are met, writing grant reports and coordination among partner agencies;
• Perform accurate data entry in order to capture the full range of eligibility, enrollment and outreach activities;
• Participate in statewide activities as necessary, such as Connect For Health Colorado’s Health Coverage Guide certification training program, to maintain an in depth and up-to-date understanding of public assistance and health coverage programs;
• Participate in Agency Performance Improvement activities;
• Other duties as assigned.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience and Education:
Bachelor’s degree preferred, or 3-5 years minimum work experience in communications, health, human services, insurance industry, or other relevant field such as communications, community outreach, or marketing.

Experience with health and human services, prefer direct experience with public assistance programs. Management or supervisory experience also desirable. Bilingual English-Spanish desired.

Knowledge, Skills & Abilities:
• Basic knowledge of public health, agency, and community resources;
• Basic knowledge of health insurance and health service delivery;
• General office skills including use of phone, copier, scanner, fax machine and computer;
• Proficient in the internet and in Microsoft Office applications including Word, Excel and Outlook;
• Familiarity with electronic databases and collection of program data;
• Ability to use or learn to use a wide variety of computer applications;
• Ability to greet and meet public and professionals in a positive and professional manner.
• Ability to follow through on assignments, grants, and activities as requested in a timely fashion and without supervisor follow-up;
• Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately and recognize learning differences;
• Ability to maintain professional demeanor when dealing with difficult individuals and situations;
• Ability to explain and summarize detailed, complicated concepts;
• Ability to provide objective education and assistance;
• Ability to perform basic mathematical calculations;
• Communicates effectively and professionally with staff, customers and partners;
• Able to effectively utilize computer software and hardware provided;
• Ability to work independently without close supervision in an independent work environment.

Requirements:
• Must provide proof of adequate insurance coverage totaling at least $100,000 and valid Colorado driver’s license.

Equipment:
• Equipment includes phone, fax, copy machine, scanner, typewriter, and computer.

Working Conditions:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• Work environment is variable, as services are performed in clinics, private home, businesses, and various community settings. This is a mobile position. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
• This position meets Category 3 of OSHA’s guidelines for exposure to biohazards.
• The noise level in the work environment is normal in shared office.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in a mobile position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• While performing the duties of this Job, the employee is regularly required to sit and talk or hear.
• The employee is frequently required to use hands to finger, handle, or feel.
• The employee is occasionally required to stand, walk and reach with hands and arms.
• The employee must regularly lift and/or move up to 25 pounds (mobile computer, printer, paperwork, etc).