

Health District

OF NORTHERN LARIMER COUNTY

POSITION DESCRIPTION

POSITION TITLE Health Coverage Specialist

DEPARTMENT Larimer Health Connect

SALARY GRADE Grade 7

REPORTS TO Health Care Access Manager

POSITION OVERVIEW

Larimer Health Connect (LHC), is a free service that helps people find the best options for health insurance to meet their family's health needs and budget. Trained staff provide free, impartial, in-person and remote assistance with free and lower-cost health insurance plans, including plans from the Connect for Health Colorado Marketplace, Medicaid, CHP+ and Medicare. Health Coverage Specialists will deliver education, outreach, remote and in-person assistance with attention to the specific communication, cultural, and linguistic needs of the population served. Staff may be required to rotate locations based on scheduling needs and travel to different offices or off-site locations throughout Larimer County.

SUPERVISION AND FISCAL RESPONSIBILITIES

This position has no supervisory or fiscal responsibilities.

EXAMPLES OF DUTIES

- Meets in-person and remotely with customers to explain services, reasons to buy health insurance, coverage options and assists customers with understanding the use of web-based decision tools to help explain health insurance distinctions including costs and provider networks.
- Assists customers with completing the eligibility process to determine if they are eligible for Medicaid, CHP+, or for premium or cost sharing discounts.
- Assists customers with troubleshooting issues with the eligibility and enrollment process.
- Provides assistance to customers with reporting changes, special enrollment periods, deciphering notices, etc.
- Makes referrals as needed, including referrals to appropriate agencies for appeals, grievances, and complaints, or to other community resources.
- Maintains timely and accurate records of program activities and metrics.
- If bilingual, provides translation assistance for the program and the organization as needed, and as directed by the Program Coordinator.
- Maintains expertise about Medicaid, CHP+, Connect for Health Colorado programs and Medicare, complying with all applicable policies and procedures.
- Works as a positive and productive team member, participating in group meetings, retreats, and special events as necessary.
- Performs other duties as assigned.
- Develops and maintains positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

QUALIFICATIONS

- An associate degree, or two years towards a BS or BA degree in a health-related field, social work, or other relevant discipline.
- A minimum of one year of experience in a directly related field or in the performance of similar duties and responsibilities.
- Basic principles and concepts of human behavior and interviewing techniques.
- Basic mathematical calculations and problem-solving skills.

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- Knowledge of health insurance and health service delivery.
- Ability to facilitate both remote and in-person customer visits.
- Ability to effectively respond to conflict situations and people in conflict.
- Good attention to detail and ability to detect errors and make corrections.
- Ability to interpret and apply changes in policy, procedures, rules, and regulations.
- Ability to work with diverse populations, including those with limited resources.
- Ability to recognize cultural, language and learning differences and translate complex policy and insurance jargon into plain language in a way that can be understood, in a culturally sensitive manner for those with low-proficiency English, and for people with disabilities who have special communication needs.
- Ability to maintain a positive, professional demeanor with contacts, the public and co-workers.
- Demonstrated ability to work cooperatively and independently as a strong team player.
- Demonstrated ability to be flexible, handle multi-faceted tasks and changing priorities.
- Ability to communicate well verbally and in writing and to keep accurate and complete records.
- Be free of conflicts of interest, including payments and incentives from insurers or industry and able to meet confidentiality and privacy standards.
- Current or previous certification as a Health Coverage Guide or as a certified application counselor with Connect for Health Colorado, or training/certification as an assister or navigator with another state or federally facilitated marketplace is desired.
- Experience understanding health insurance options and explaining options to customers, including benefits and cost sharing requirements is desired.
- Extensive knowledge of local resources such as community health centers, health and human services, and the provider community is desired.
- Intermediate computer skills, including Windows operating system, email, word processing, spreadsheet applications and PowerPoint presentations.
- Experience with copiers, printers, telephones and fax machines.
- Proficiency in using the internet and intermediate knowledge of web-based applications.
- Written and oral fluency in English and Spanish language is desired.
- Requires Reliable Transportation; Valid driver's license and auto insurance if reliable transportation is by personal automobile.
- Must comply with infection control policies for this position.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

WORK ENVIRONMENT

- 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Must have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
 - Must be able to sit or stand for prolonged periods.
 - Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
 - Must have the ability to move from place to place on the job.
 - Must have the ability to communicate information and ideas verbally so others will understand.

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General Benefits Description – For qualifying employees, the Health District provides paid time off, medical, and dental insurance, life, and disability insurance, 401(a) employer match, and a robust employee wellness and recognition program. Vision insurance and an additional pre-tax retirement plan are offered. A complete list of benefits can be found on the Health District website.

Equal Opportunity Employer - The Health District is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.