

Health District

OF NORTHERN LARIMER COUNTY

Position Description

Position Title Health Coverage Specialist

Career Level/Grade S2

Position Overview

The Health Coverage Specialist is an intermediate level individual contributor that delivers education, outreach, remote and in-person assistance with attention to the specific communication, cultural, and linguistic needs of the population served. Staff work under moderate supervision and may be required to travel to off-site locations throughout Larimer County. Remote assistance refers to clients who cannot make an in-person appointment and the Specialist would connect with them via phone or Zoom. It may also mean that the Specialist may be working from a partner site.

Supervision and Fiscal Responsibilities

No direct reports or fiscal responsibilities.

Examples of Duties

- Engage with customers, both in-person and remotely, to articulate services, reasons for purchasing health insurance, coverage options, and guide them in using web-based decision tools to understand health insurance distinctions, costs, and provider networks.
- Aid customers in completing the eligibility process, determining eligibility for Medicaid, CHP+, or premium/cost-sharing discounts.
- Assist customers in troubleshooting issues related to eligibility and enrollment processes, such as reporting changes, navigating special enrollment periods, and deciphering notices.
- Make necessary referrals, directing customers to appropriate agencies for appeals, grievances, complaints, or other community resources.
- Maintain accurate and timely records of program activities and metrics.
- Remain knowledgeable about Medicaid, CHP+, Connect for Health Colorado programs, and Medicare, ensuring compliance with applicable policies and procedures.
- Keep abreast of the mymedicare.gov website, ssa.gov website, and other designated portals for benefits processing and information.
- Perform routine or semi-routine assignments, recognizing the occasional need for deviation from standard practice.
- Carry out repetitive office, clerical, or administrative duties as part of routine support.
- Provide translation assistance for the program and organization as needed, following the direction of the Program Manager (if bilingual).
- Develop and maintain positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

Qualifications

- High school diploma or associate's degree in health-related field, social work, or relevant field with 1 - 3 years of related experience or in the performance of similar duties and responsibilities.

Knowledge, Skills, & Abilities

- Knowledge of principles and concepts of human behavior and interviewing techniques.
- Strong customer service skills.
- Ability to effectively respond to conflict situations and people in conflict.

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- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Good verbal and written communication skills.
- Ability to facilitate both remote and in-person customer visits.
- Ability to maintain confidentiality with protected client information.
- Knowledge of health insurance and health service delivery.
- Knowledge and understanding of health insurance options and benefits.
- Knowledge of local resources such as community health centers, health and human services, and the provider community.
- Ability to interpret and apply changes in policy, procedures, rules, and regulations.
- Ability to follow clear and established processes.
- Good Math skills.
- Good attention to detail with a high level of accuracy.
- Intermediate skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).
- Good computer skills with the ability to learn new software.
- Commitment to contributing to an inclusive and equitable working and learning environment.
- Ability to balance multiple demands, work both cooperatively within a team and independently.
- Written and oral fluency in English and Spanish language is preferred.
- Ability to maintain professional, positive, productive relationships.

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 accommodation 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.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

Infection Prevention

During flu season, flu shots are strongly recommended for this position.

Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender,

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marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications. Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.