**JOB ANNOUNCEMENT**

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>Health Coverage Specialist</th>
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<tbody>
<tr>
<td>DEPARTMENT</td>
<td>Larimer Health Connect</td>
</tr>
<tr>
<td>POSITION NUMBER</td>
<td>65-003</td>
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<tr>
<td>HOURS</td>
<td>Time-Limited, Full-time/Part-time</td>
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<tr>
<td></td>
<td>Varies by position. A combination of part-time and full-time positions for a total of 2 FTE</td>
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<td></td>
<td>Time-limited from October 2020 through January 2021</td>
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<td>The positions require flexibility in scheduling, flexibility in work location (all within Larimer County), and will include some night and weekend hours.</td>
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<tr>
<td>STARTING SALARY</td>
<td>$19.73 to $21.75 per hour DOQ</td>
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<td>POSITION GRADE</td>
<td>Grade 7</td>
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<tr>
<td>FLSA CLASSIFICATION</td>
<td>Non-Exempt Status (Overtime Eligible)</td>
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<tr>
<td>TO APPLY</td>
<td>Send resume and cover letter to one of the following:</td>
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<tr>
<td></td>
<td>Search Coordinator</td>
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<td></td>
<td>Health District of Northern Larimer County</td>
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<tr>
<td></td>
<td>120 Bristlecone Drive</td>
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<td></td>
<td>Ft. Collins, CO 80524</td>
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<td></td>
<td>FAX: 970-221-7165 (Attn.: Search Coordinator)</td>
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<td></td>
<td>Email: <a href="mailto:searchcoordinator@healthdistrict.org">searchcoordinator@healthdistrict.org</a></td>
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<td>Indicate in your cover letter the number of hours that you are interested in. Apply by Wednesday, October 7, 2020, however, applications will be accepted until positions are filled.</td>
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**QUALIFICATIONS**

**Required**
- **Education or Formal Training**
  - An associate’s degree, or two years towards a BS or BA degree in a health related field, social work, or other relevant discipline
Experience
- A minimum of one year of experience in a directly related field or in the performance of similar duties and responsibilities

Knowledge, Skills and Abilities
- Basic principles and concepts of human behavior
- Basic interviewing techniques
- Basic mathematical calculations
- 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
- 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 low income populations
- 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 both cooperatively, independently and 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
- Regular, reliable, and on-time attendance is an essential function of this position
Health District of Northern Larimer County
Health Coverage Specialist

- **Special Consideration Will Be Given For:**
  - A BS, BA or higher degree in a health related field, social work, or other relevant discipline
  - 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
  - Experience understanding health insurance options and explaining options to customers, including benefits and cost sharing requirements
  - Extensive knowledge of local resources such as community health centers, health and human services, and the provider community
  - Bilingual skills written and oral (English/Spanish)

- **Technology Skills**
  - 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
  - Intermediate knowledge of web-based applications

- **Working Environment/Physical Requirements**
  - 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 normal physical mobility, which includes movement from place to place on the job.
    - Must have the ability to communicate information and ideas verbally so others will understand.
Health District of Northern Larimer County
Health Coverage Specialist

- **Infection Control Requirements**
  - Healthcare workers are required to comply with infection control policies including immunity to Measles, Rubella, Mumps, Varicella, and Pertussis. Proof of immunization record is required. An annual screening for Tuberculosis and an annual Influenza vaccination are required.

- **Requires Reliable Vehicle; Valid Driver’s License and Auto Insurance**
  - This position may involve frequent travel within Larimer County to off-site locations.
Health District of Northern Larimer County
Health Coverage Specialist

REPORTS TO Larimer Health Connect Team Supervisor (as assigned)

GENERAL DUTIES/PURPOSE
Larimer Health Connect 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, remote and in-person assistance with free and lower-cost health insurance plans, including plans from the Connect for Health Colorado Marketplace, Medicaid, and CHP+. Health Coverage Specialists will deliver education, outreach, remote and in-person assistance with attention to the particular 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 the county.

SPECIFIC DUTIES
1) Health Coverage Specialist duties, including (but not limited to)
   a. Meets with customers in-person and remotely to explain services, reasons to buy health insurance, and options for coverage and assists customers with understanding the use of web-based decision tools to help explain health insurance distinctions including costs and provider networks.

   b. Assists customers with completing the eligibility process to determine if they are eligible for Medicaid, CHP+, or for premium or cost sharing discounts.

   c. Assists customers with troubleshooting issues with the eligibility and enrollment process.

   d. Makes referrals as needed, including referrals to appropriate agencies for appeals, grievances, and complaints, or to other community resources as needed.

   e. Provides ongoing assistance to customers throughout the year, including reporting changes, special enrollment periods, deciphering notices, etc.

   f. Maintains timely and accurate records of program activities and metrics.

   g. Maintains expertise about Medicaid, CHP+, and Connect for Health Colorado programs and maintains required certification and complies with all applicable policies and procedures.

2) Other, including (but not limited to)
   a. Assists the Supervisors and Outreach Lead with conducting outreach activities, including presentations, disseminating materials in the community, partner engagement activities, participating in community events, etc.

   b. If bilingual, provides translation assistance for the program.

   c. Works as a team member, participating in group meetings, retreats, and special events as necessary.

Revised August 2020
d. Performs other duties as assigned by the Larimer Health Connect Team Supervisors and/or the Assistant Director of the Health District.

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.

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.