

## Enrollment Specialist

The Connection to Coverage Program aims to reduce the number of uninsured individuals and families in our community by (1) raising awareness about health coverage options; (2) establishing strategic partnerships with community partners to reach the uninsured; (3) the provision of enrollment and health insurance literacy services; and (4) implementation of a strategic outreach plan. Connection to Coverage services are provided by volunteer and staff certified Health Coverage Guides.

The primary objective of the Enrollment Specialist is improve access to care through connection of clients to appropriate health coverage options. This is completed by (1) providing education on health coverage options and the health care system; (2) helping with enrollment in health insurance and financial assistance on Connect for Health Colorado or applying for Medicaid; (3) escalating, monitoring, troubleshooting, and following-up with complicated cases to ensure a resolution; and (4) supporting Doctors Care volunteers as they provide enrollment assistance to clients.

- **Given the current COVID-19 environment, must be able to perform job responsibilities virtually from home when necessary. Must have secure private office space to perform all responsibilities in a HIPAA compliant environment.**

### Enrollment Assistance in Health Coverage

- Provide enrollment assistance to clients, including help with Medicaid, CHP+ and Connect for Health Marketplace coverage applications.
- Help clients open or access an account on PEAK and/or Connect for Health Colorado.
- Assist and refer clients with appeals, grievances, and complaints to the appropriate agency.
- Make referrals as needed to the client service center, certified brokers, or government and community resources.
- Follow-up with pending cases using appropriate resources to ensure successful health coverage outcomes.
- Provide all services in a manner that is culturally and linguistically relevant to each client.
- Accurately track and record outcomes in customer management tools.

### Health Insurance Literacy Education

- Educate clients on health insurance terminology, using their health coverage, rights when using insurance, and reporting changes to ensure continued coverage and improved access to care.
- Explain to clients when life changes can and should be reported and when the health plan renewal will take place.





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- Follow-up with clients to improve retention in health coverage and encourage appropriate use of healthcare services.
- Create and provide health literacy education to client, volunteers and community members.

### Volunteer Support

- Provide ongoing training, mentoring, and daily support to volunteer health coverage guides.
- Support Connection to Coverage program manager in planning monthly volunteer health coverage guide meetings.
- Update and create appropriate support materials such as policies and procedures.

### Health Access Team

- Participate in community events to provide education about Doctors Care and services provided.
- Occasionally provide services or outreach support outside normal work hours.

### **Requirements**

- Ability to speak, read and write fluently in Spanish
- Excellent interpersonal and customer service skills with the ability to explain and summarize in plain language detailed and sometimes-complex concepts
- Ability to recognize cultural, language, and learning differences
- Basic knowledge of health insurance and health service delivery preferred.
- Ability to provide assistance without providing advice and to set and maintain appropriate boundaries at all times
- Familiar with HIPAA policies and procedures preferred
- Intermediate or higher proficiency in MS Office Suite (Outlook, Word, MS Excel) and Electronic Health Records
- Associate Degree and 1+ years administrative experience with certification as a Health coverage Guide or an equivalent combination of education and relevant work experience

**Hiring Rate: \$15.29-\$16.50/ hour depending upon qualifications.**

**Excellent insured benefit programs including medical, dental, vision, PTO, vacation, holiday pay.**

**Please submit a resume and cover letter to [aharden@doctorscare.org](mailto:aharden@doctorscare.org)**

