



Consumer Assistance Program (CAP) Coordinator

About the Colorado Consumer Health Initiative:

The Colorado Consumer Health Initiative (CCHI) is a nonprofit, non-partisan, membership-based organization working to advance the consumer voice to improve access to health care for all Coloradans by working statewide for progress toward equity, affordability, and quality. CCHI is actively working to break down barriers in accessing health care through innovating in public policy, building inclusive coalitions and partnerships, and engaging community members in our work. We work through a three-pronged approach that advocates for policy change. Our policy, strategic engagement, and consumer assistance teams work together to find relief for Coloradans whose access to healthcare and financial security are compromised by affordability, poor benefits, and unfair business practices of the healthcare Industry.

Location:

Work environment: CCHI is a Colorado based organization that works to represent Coloradans across the state. Employees must reside in Colorado. While CCHI's offices are located in Denver, it is highly preferred that the CAP/MFP Program Coordinator reside in the Axis Health System service area in southwest Colorado. Required in-office time is used primarily for team meetings and formal and informal collaboration, with compensated parking.

About the position:

The Colorado Consumer Health Initiative was recently awarded a three-year pilot through the Office of Saving People Money in Health Care to pilot a Medical Financial Partnership (MFP) with Axis Health Systems. A Medical Financial Partnership is a collaborative arrangement between a health care provider and a community-based organization that provides a variety of financial services alongside health care services aimed at improving financial security for patients and families. The purpose of the MFP is to alleviate the burden that people experience when facing high healthcare costs and its intent is to help consumers navigate the costs of a health crisis to avoid a concurrent financial crisis.

The Consumer Assistance Program (CAP) Coordinator, under the supervision of the CAP Director, will focus their efforts on the Medical Financial Partnership Pilot program (MFP). The Program Coordinator will provide direct assistance to Axis Health patients who need help navigating problems with the medical billing and insurance claims. The CAP Coordinator will also assist with program coordination including outreach, data collection and reporting.

Primary Responsibilities of CAP Coordinator

- Work with the Program Director to implement the Medical Financial Partnership with Axis Health System
- Assist consumers with medical billing and claims issues including providing guidance with appeals, complaints, and financial assistance applications
- Offer resources and information about public and private health insurance coverage
- Provide assistance navigating prescription drug assistance programs
- Participate in relevant training including Medicare, Health First Colorado (Colorado's Medicaid Program), Child Health Plan Plus (CHP+)
- Accurately collect and process client data and document case information
- Identify consumer stories to demonstrate the impact of the Medical Financial Partnership
- Develop and maintain relationships with partner agencies particularly in the Axis service area
- Assist with training staff and volunteers
- Assist with marketing and outreach activities as well as events
- Research and produce training materials and desk aids

Required Qualifications:

- Background in or knowledge of health coverage and financial assistance
- Experienced in resource navigation
- Ability to communicate well verbally and in writing and to keep accurate and complete records
- Critical thinking
- Ability and willingness to advocate on behalf of clients
- Committed to social justice and being a voice for equity
- Intermediate to advanced computer skills, including Windows, Google Workplace word processing, spreadsheet applications, and PowerPoint presentations, database and internet-based applications
- Ability to recognize cultural, language and learning differences and translate complex policy and insurance jargon into plain language
- Demonstrated ability to be flexible, handle multi-faceted tasks and changing priorities

Strongly preferred

- Bilingual Spanish/English

Compensation and Benefits: Salary Range: \$3,750 - \$3,876 monthly, with an additional \$208 per month for Spanish language fluency. This position is full time with benefits including: health, life, disability, vision and dental insurance coverage for employees, partners, and dependents; a retirement savings plan with 3% employer match; generous paid leave policies including ability to accrue 2 weeks of sick time and 3 weeks of paid vacation; work life balance, sabbatical

benefits, \$75 cell phone stipend, RTD Eco pass, professional development resources and opportunities as well as hybrid/work from home options available (with some in office days expected).

Other Considerations:

Expectations for this position include operating a computer, in-person conversations with organizational partners and members of the community, and spending time on the phone and/or video calls for internal and external communication. This position may also require working some nights and weekends as well as traveling to conferences, events and meetings.

The Colorado Consumer Health Initiative is strongly committed to building a work environment that recognizes, respects, and encourages the unique contributions of a broad spectrum of qualified employees. We strive to make employment decisions that support inclusion and to maintain a work atmosphere that is equitable and promotes work-life practices that allow people of diverse backgrounds and lifestyles to grow personally and professionally.

CCHI is an equal employment opportunity employer. CCHI does not discriminate against employees or job applicants on the basis of race, color, religion, creed, national origin, ancestry, sex, pregnancy, age, gender, gender identity, gender expression, ancestry, marital status, sexual orientation (incl. transgender status), physical or mental disability, military status, genetic information, marriage to a co-worker and retaliation for engaging in protected activity (opposing a discriminatory practice or participating in an employment discrimination proceeding or any other status or condition protected by applicable federal, state or local law.

To apply, send a cover letter and resume to capcoord@cohealthinitiative.org. This position will remain open until filled. The hiring process for this position will consist of two interviews and a short project for applicants qualifying for a 2nd interview. Interviews will be held virtually via Zoom. For further information about CCHI, please visit our website at www.cohealthinitiative.org.