



Consumer Assistance Program
**Colorado Consumer
Health Initiative**

**Bilingual Health Insurance & Medical Bill Navigator
Volunteer Position Description**

The Colorado Consumer Health Initiative (CCHI) is a statewide, non-partisan, non-profit membership organization working so all Coloradans can get affordable, high-quality and equitable health care. CCHI represents 50 nonprofit organizations—mobilizing well over 500,000 consumers—to shape effective health care policy. Our vision is that all Coloradans can access affordable, high-quality and equitable health care.

CCHI's Consumer Assistance Program was established in 2018 to address the rise in the number of consumers who are facing unfair or unexpected medical bills, medical bills in collections and unaffordable prescription drug costs.

Volunteer Impact

Although most Coloradans now have health insurance coverage, many still struggle with high insurance premiums and unaffordable out-of-pocket costs. Health Insurance Consumer Assistance Volunteers play a critical role by helping Coloradans achieve financial stability by empowering consumers as they navigate the often-frustrating world of health care billing and outrageously priced prescription drug costs.

Position Description

As a Bilingual Health Insurance and Medical Bill Navigator volunteer, you will assist consumers who are struggling with private insurance issues, costly medical bills and unaffordable prescription drug that threaten their financial security.

Key Responsibilities

- Manage and triage incoming inquiries
- Assist consumers with billing and claims issues including providing guidance with appeals, complaints, and financial assistance applications.
- Accurately collect client data and document case information
- Complete referrals to other assistance programs as needed

Requirements

- Excellent communications and interpersonal skills **in Spanish and English**
- Experience in customer service or working directly with consumers or the public
- Knowledgeable about health insurance and familiarity with patient medical bills. Experience with Medicaid would be a bonus.
- Critical thinking skills to help consumers solve complex health insurance navigation and billing issues
- Ability and willingness to advocate on behalf of clients
- Well-organized and detail-oriented
- Must be computer literate including able to use Gmail, navigate Google Drive and accurately enter information in a database.
- Persistent, patient, and have a good sense of humor



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Time Commitment

- 6-month minimum commitment with option to extend, working one or more 4-hour shifts per week during office hours 8am to 5 pm Monday -Friday.

Physical Requirements

- Sedentary- able to sit for up to 4 hours during a volunteer shift.

Equal Employment Opportunity/Affirmative Action

CCHI actively encourages diversity in our workplace and works to promote equity in health care. CCHI does not discriminate against volunteers 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 does not engage in 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 resume to Cynthia Wadle, Director of Finance & Operations at cwadle@cohealthinitiative.org

For further information about CCHI, please visit our website at www.cohealthinitiative.org.