Colorado Consumer Health Initiative

Consumer Assistance Program Coordinator

Colorado Consumer Health Initiative & Larimer Health Connect

Compensation and Benefits: $40,000 Annual Salary, Full Time, Health insurance is 90% paid; Dental, Vision, Accidental Death & Dismemberment, Long Term Disability and Short Term Disability Insurance is 100% paid for the employee. This position is grant funded through 11/30/2021 with the possibility of an extension if more grant funding becomes available. Flexible schedule available, with some mandatory weekly meetings.

This is a CCHI position co-located with the Health District of Northern Larimer County's Larimer Health Connect program. The position will be hired and paid by Colorado Consumer Health Initiative to perform the tasks of the Consumer Assistance Program Coordinator. You will also be a member of the Health District of Northern Larimer County's Larimer Health Connect Staff.

Colorado Consumer Health Initiative (CCHI) advances the consumer voice to improve access to health care for all Coloradans by working statewide for progress toward equity, access, affordability and quality. Our goals are to:

- Increase the number of insured Coloradans, especially Coloradans with historically higher rates of uninsurance
- Improve access to and the value of health care and health insurance for Colorado consumers.
- Increase transparency and accountability in the health care system.
- Ensure consumer representation and direct consumer engagement in health care systems change.

Our vision is that all Coloradans have equitable access to affordable, high-quality, health care.

Larimer Health Connect (LHC) is a free service that helps people find the best options for health insurance to meet their family's health needs and budget. Our trained staff provides free, impartial, in-person assistance with new, free and lower-cost health insurance plans and is a project of the Health District of Northern Larimer County, a public special district dedicated to improving the health of our community.

Primary responsibilities of CAP Coordinator

- Support and provide resources to consumers who are struggling with private health insurance issues and costly medical bills that threaten their financial security
- Assist consumers with medical billing and claims issues including providing guidance with appeals, complaints, and financial assistance applications
- Help with enrollment for public and private health insurance coverage through PEAK and the Connect for Health Colorado Marketplace.
- Provide assistance navigating prescription drug assistance programs

- Participate in relevant training offered by Larimer Health Connect including Medicare, Health First Colorado (Colorado's Medicaid Program), Child Health Plan Plus (CHP+) , and any other relevant trainings
- Accurately collect client data and document case information
- Identify consumer stories to support CCHI's legislative priorities and advocacy efforts
- Develop and maintain relationships with partner agencies
- Assist with training staff and volunteers (Cross train between CCHI and LHC staff)
- Assist with marketing and outreach activities
- Research and produce training materials and desk aids

Required Qualifications:

- Bi-lingual Spanish/English
- Comfortable working independently and/or as part of a team
- Background or knowledge of health coverage and financial assistance
- Ability to communicate well verbally and in writing and to keep accurate and complete records
- Ability to maintain a positive, professional demeanor with contacts, the public and co-workers
- Excellent customer service skills
- Critical thinking
- Ability and willingness to advocate on behalf of clients
- Well-organized and detail-oriented
- Intermediate to advanced computer skills, including Windows operating system, email, word processing, spreadsheet applications, and PowerPoint presentations, internet-based applications
- Persistence, patience, and a good sense of humor
- 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
- Demonstrated ability to be flexible, handle multi-faceted tasks and changing priorities

Location: Remote with the possibility of in person meetings in Denver or in Larimer County and periodic in-state travel to conferences and training once it is deemed safer to interact in person.

To apply and for more information

Send resume and cover letter to Cynthia Wadle, Director of Finance and Operations at CCHI at **cwadle@cohealthinitiative.org** to be considered for the position. This position will be open until it is filled. Thank you for your interest!

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 workers. We strive to make hiring 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 opportunity employer. CCHI does not discriminate against employees, contractors, 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).

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