



Consumer Assistance Program
**Colorado Consumer
Health Initiative**

**Consumer Assistance Program (CAP) Volunteer
Position Description**

The Colorado Consumer Health Initiative (CCHI) is a nonprofit, consumer-oriented, membership based health advocacy organization that serves Coloradans whose access to health care and financial security are compromised by structural barriers, affordability, poor benefits, or unfair business practices of the health care industry. CCHI's Consumer Assistance Program was established June 2018 to address the rise in the number of consumers who are facing unfair or unexpected medical bills or who have been sent to collections by a health care provider or carrier.

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 claims.

Position Description

Consumer Assistance Program volunteers support Colorado consumers who are struggling with private insurance issues and costly medical bills 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
- Experience in customer service or working directly with consumers or the public
- Knowledgeable about health insurance. Experience with Medicaid and Medicare would be an added 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
- Computer literate. Must be able to use Gmail, navigate google drive, and be comfortable with data entry.
- Persistence, patience, and a good sense of humor

Preferred but not required

- Bilingual (Spanish)



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Time Commitment

- 6-month minimum commitment with option to extend, working one or more 4-hour shifts per week. (More hours will be required at the beginning of your volunteer experience to include training)

Physical Requirements

- Sedentary- able to sit for up to 4 hours during a volunteer shift. CCHI has an office downtown however CCHI staff are primarily working remotely, and CCHI volunteers are working 100% remotely currently.

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.