

## **Northwest Colorado Health**

### **Health Coverage Guide**

#### **General Statement of Duties:**

An non-exempt position responsible for providing general education to individuals and groups about Connect for Health Colorado.

#### **Supervision Received:**

Under direct supervision of Eligibility Services Manager.

#### **Essential Functions:**

1. Provide outreach and marketing for Connect for Health in the 3 county regions of Routt, Moffat and Rio Blanco Counties.
2. Meet with customers in person to explain Health Coverage Guide services, reasons to buy health insurance, and options for coverage.
3. Provide services that emphasize a “no wrong door” approach to obtaining health insurance and health care services.
4. Assist customers with opening or accessing an account with Connect Health Colorado
5. Explain affordability programs, Qualified Health Plans, Essential Health Benefits, and rights when using insurance.
6. Assist customers with application for getting help with premium and cost-sharing discounts through Connect for Health Colorado.
7. Assist customers with understanding web-based decision tools to help narrow the choices for qualified health plans.
8. Work closely with Eligibility Team at Northwest Colorado Health as well as community partners. When appropriate, assist clients in transitioning seamlessly for assistance in applying for Medicaid, CHP+, Colorado Indigent Care Program and Client Assistance Program (CAP).
9. Participate in statewide activities as necessary to maintain an in depth and up-to-date understanding of public assistance and health coverage programs.
10. Participate in Northwest Colorado Health Agency Performance Improvement activities.
11. Other duties as assigned.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

#### **Education:**

High school diploma required. Some combination of college coursework or equivalent work experience desired.

**Experience:**

Experience with health and human services, prefer direct experience with public assistance programs. Bilingual English-Spanish desired.

**Requirements:**

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current two-step Tuberculosis screening, or complete upon hire.

**Skills:**

1. General office skills including use of phone, copier, fax machine and Computer.
2. Proficient in Microsoft Office applications including Word, Excel and Outlook.
3. Familiarity with electronic databases and collection of program data.
4. Ability to use or learn to use a wide variety of computer applications
5. Able to perform basic mathematical calculations.
6. Excellent interpersonal skills.

**Knowledge:**

1. Knowledge of public health, including eligibility services, agency, and community resources.

**Abilities:**

1. Communicates effectively and professionally with staff and client families.
2. Able to effectively utilize computer software and hardware provided.

**Equipment:**

1. Daily use of telephone, copier, computer and other office equipment.

**Working Conditions:**

1. Work environment is variable, as services are performed in clinics, private home, and various community settings. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

I, \_\_\_\_\_ acknowledge that on this date,  
I have received the following job description for my present position.

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_