



JOB DESCRIPTION

Enrollment Specialist (Navigator)

JOB CODE: ENS	SITE: CORP	DEPARTMENT: Administrative	REPORTS TO: Enrollment & Outreach Manager	PAY TYPE: Hourly	DATE REVISED:
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EXPECTED OUTCOME:

Under the supervision of the Enrollment & Outreach Manager, this position will conduct outreach and enrollment activities for the new Marketplace that includes Medicaid and Exchange products, providing enrollment services, education and serving as a resource to patients, consumers and businesses about the availability of these programs, insurance affordability and deliver unbiased and accurate information on Qualified Health Programs (QHP) options to support consumers in choosing the health plan that is the best fit for their needs.

SITUATIONAL FACTORS:

- Complete state Navigator and Federal CAC training course and pass all certification exams
- Comply with all continuing education and recertification requirements
- Strong ability to multi-task
- Handle sensitive and personal information with an understanding and respect for client confidentiality
- Ability to put clients at ease while asking sensitive and personal questions
- Ability to present a professional image at all times
- Reliable transportation and valid driver’s license required
- Familiarity with health insurance, including benefits, cost-sharing requirements, and how managed care works
- Frequent travel expected
- Reliable transportation and valid driver’s license
- Flexible work schedule 40 hours per week, days, some evenings and weekends
- Maintain expertise in eligibility, enrollment, and program specifications
- Attendance is an essential function of the job
- Support and administer according to patient centered medical home model

QUALIFICATIONS:

Education/Training

- High School Diploma/GED and Completion of CHAA Training Required
- Must successfully complete Certification Training to be provided by the State
- Certified HAA preferred
- Certified State Navigator, and Certified Application Counselor Required
- B.A./B.S. in public health, social work, or other related discipline preferred

Experience

- Experience with customer service/ enrolling the public;
- Experience working with nonprofit organizations/community groups and/or government programs preferred;
- Demonstrated experience providing community-based consumer assistance (outreach and application assistance) to the target population and hard-to-reach or “vulnerable populations” (e.g., low-income consumers, persons with disabilities, persons with limited English proficiency) preferred;



Skills/Job Requirement

- Excellent oral and written communication skills required;
- Strong computer skills, knowledge of Microsoft office suite, email, internet and previous experience with database systems preferred;
- Demonstrated ability to work independently and in a team environment;
- Knowledge on Health Care options preferred;
- Strong organizational and time management skills;
- Demonstrate ability to work with persons and groups of diverse racial, ethnic and economic backgrounds.

JOB RESPONSIBILITIES:

1. Perform outreach and assist consumers with completing applications for health coverage according to standards and provide unbiased and accurate information on Qualified Health Plans (QHP) options to support consumers in choosing the health plan that is the best fit for their needs.
2. Understand your role's boundaries and maintain a professional relationship providing culturally competent accessible customer assistance.
3. Conduct public education activities to raise awareness about the Exchange and the full range of health insurance coverage options.
4. Support patients/consumers while they learn to self-navigate on computer system.
5. Keep current of ongoing changes to the public healthcare system and communicate this information to HL patients and partners as well as maintaining expertise in eligibility, enrollment, and program specifications.
6. Managing workflow of patient documentation to the correct clinics/clinicians, including scanning incoming documentation
7. Attend regular staff meetings.
8. Ensure compliance with all local, State and Federal requirements.
9. Keep immediate supervisor and staff informed of activities and project timelines, including areas of concern and challenges, within areas of responsibility.
10. Build professional relationships with the healthcare team by learning about the role of each team member and assuring communication is flowing according to each team member role to facilitate patient healthcare.
11. Manage and track patient information including patient profiles, appointments and interactions in a confidential and secure manner.
12. Maintain communication with patients and coach patients to become advocates for their own care.
13. Other job duties as assigned within the scope of the job.

ATTRIBUTES:

- Attention to detail
- Confidentiality
- Problem Solve
- Empathy
- Consistency/Reliability
- Conflict Management
- Team Work
- Quality

DIRECT RESPONSIBILITY:

- Outreach and enrollment activities for the new Marketplace

DIRECT SUPERVISION:

- N/A



REQUIRED TRAINING:

Mandatory:

- Fire Safety
- Universal Precaution
- HIPAA
- Orientation
- Essential Learning Specific Topics
- State Navigator and Federal CAC training course

Recommended:

- Time Management
- Project Management
- Customer Excellence
- Continued Healthcare Marketplace Education

REQUIRED MEETINGS:

- Staff Meetings
- All-Staff Meetings
- Assigned Meetings

CAREER TRACK:

- Lead

WORK ELEMENTS:

Physical Requirements	Yes	No
Lifting (lbs.)/Carrying (lbs.)	25 lbs. – 50 lbs.	
Stooping/Bending/Kneeling/Squatting/Walking/Standing/Sitting/Climbing (stairs/ladders/step stool)	X	
Use of hands to finger, handle, touch, feel, reach	X	
Physical Coordination (sequential or simultaneous use of hands, arms, feet, and legs)	X	
Eye-hand Coordination	X	
Close Vision/Distance Vision/Color Vision (ability to identify and distinguish colors)	X	
Depth Perception (ability to judge distance spatial relationships)	X	
Hearing	X	
Driving	X	

The physical demands marked above are representative of those that will be required to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Yes	No
Outdoor weather conditions	Minimal	
Wet, humid conditions (non-weather)/Extreme cold temperatures (non-weather)		X
Work near moving mechanical parts	Minimal	
Fumes or Dust	Minimal	
Low noise (office)	X	
Moderate noise	X	
Loud noises (heavy motorized equipment)		X
Artificial lighting	X	

ACKNOWLEDGEMENT:

The position profile only identifies the key responsibilities for performance. Employees are required to follow any other job-related instructions and perform job related duties as may be reasonable by his/her supervisor.

I have read and understand my Job Description and agree to fulfill these and other duties as assigned within my qualifications. I understand that this same Job Description will be used in evaluating my performance. Regardless of my specifically assigned duties, I realize that it is my responsibility as an employee of HealthLinc, Inc. to work to my full potential to meet the needs of our patients, their families, visitors, and our physicians. Also, I acknowledge a responsibility to actively participate in continuing education for myself and educating and orienting new employees.

Employee Signature

Date