



Job Title: Health Coverage Guide
FLSA Status: Full Time
Reports to: Director of Strategic Initiatives

The Center for African American Health is a community-based nonprofit organization dedicated to improving the health and well-being of African Americans. The Center works toward health equity for the underserved African American community by offering culturally responsive health education and outreach that empowers community members to overcome the root causes of health problems, maximize their own individual health and access health and support services.

General Description:

The Connect for Health Assistance Network is crucial to the customer service experience and to the overall success of linking people to appropriate health coverage. Health Coverage Guides deliver education, outreach and in-person assistance with attention to the particular communication, cultural, and linguistic needs of the population served. Training and certification will be provided by Connect for Health Colorado (C4HCO) and Center for African American Health.

Primary Roles and Responsibilities

- Provide education about the range of health coverage options available to customers and the qualified health plans available through C4HCO, as well as information about tax credits and cost sharing subsidies.
- Meet with customers in person to explain Health Coverage Guide services, reasons to buy health insurance, and options for coverage
- Explain affordability programs, Qualified Health Plans, Essential Health Benefits, and rights when using insurance.
- Assist customers with the application for getting help with premium and cost-sharing discounts through C4HCO and with the required Medicaid application.
- Assist customers with understanding web-based decision tools to help narrow the choices for qualified health plans.
- Ensure customers know about their health plan options through the Exchange and help them filter and sort based on those options.
- Make referrals as needed to the C4HCO customer service center, certified brokers, or government and community resources as needed.
- Provide all services in a manner that is culturally and linguistically relevant to the customer.
- Maintain expertise about C4HCO programs and maintain certification and accurately track and record activities for reporting to C4HCO.
- Provide referrals to the appropriate stakeholder. Health Coverage Guides will connect customers to the Customer Service Center, C4HCO website, or certified and licensed brokers if additional support or support beyond the scope of the Health Coverage Guide’s role is needed.
- Conduct group Health Insurance Literacy education sessions at the Center and various locations in metro-Denver

Requirements/Qualifications

- Bachelor's degree with a minimum of two years' experience in case management or community outreach
- Experience as a Certified Connect for Health Coverage Guide preferred
- Excellent public speaking and presentation skills
- Ability to connect with diverse communities and forge strong relationships
- Strong computer skills, familiarity with Microsoft Office365, Word, Excel, Outlook, PowerPoint,
- Demonstrated ability to organize, set and implement priorities, manage multiple tasks with attention to detail
- Ability to analyze problems and find solutions which support and enable sound decision-making
- Ability to perform several tasks concurrently, time management and organizational skills
- A multi-tasker and team player with the ability to wear many hats in a fast-paced environment
- Ability to organize and maintain detailed records; complete necessary paperwork, reports and meet deadlines
- Personal qualities of integrity, credibility, and dedication to the mission of The Center

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

How to Apply

Qualified candidates are encouraged to apply. Please submit a cover letter, resume and writing sample to the following email address and include *Health Coverage Guide* in the subject line: careers@caahealth.org. No phone calls please. All applications must be submitted electronically – none will be accepted in person. More information about The Center for African American Health can be found on our website at www.caahealth.org

The Center for African American Health is an equal opportunity employer. We do not discriminate on the basis of race, color, religion (creed), gender or gender expression, age, national origin (ancestry), disability, marital status, military status or sexual orientation in any of our activities or operations.