

COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA
Health Programs
Job Description

Job Title: Outreach and Enrollment Specialist

Reports to: Outreach and Enrollment Manager

Areas of Responsibility: Provide outreach to community members and inreach to existing CAPWN patients and clients on the health insurance Marketplace Exchanges, Medicaid and CHIP programs. Serve as an advocate and refer patients, as appropriate, to other CAPWN programs and/or external community agencies as needed. Assist uninsured patients/clients by determining eligibility to apply for the Marketplace Exchanges, Medicaid and CHIP programs and assisting with the application for those programs. Perform all of these duties with minimal supervision.

Major Duties:

1. Educate and inform individuals about the availability of the Marketplace Exchanges, Medicaid and CHIP programs.
2. Assist and assess uninsured individuals for eligibility in the Marketplace Exchanges, Nebraska Medicaid and CHIP programs, and assist them in completing the appropriate application.
3. Provide referrals to internal and external resources for patients/clients as needed.
4. Provide information to patients/clients about existing health insurance brokers and other health insurance resources as needed.
5. Provide education via community presentations and coordinate with other CAPWN programs and outside agencies to recruit potential enrollees.
6. Conduct new patient orientation to individuals new the CAPWN Health Center.
7. Assist in the insurance verification process.
8. Follow up with potential enrollees and applicants to ensure program enrollment;
9. Provide monthly reports regarding application and enrollment statistics.
10. Initiate contact with uninsured individuals through outreach activities to community agencies, community gatherings, neighborhoods, shelters, and other appropriate venues.
11. Travel throughout the service area to provide outreach to community members.
12. Participate in required state and federal trainings related to the Marketplace Exchanges, Nebraska Medicaid and CHIP programs.
13. Maintain confidentiality of client information and provide a supportive and understanding environment for all patient/client interactions.
14. Perform other duties as assigned.

Working Conditions:

- Office 70%, 30% training, meetings, and community interaction
- Work must be completed with minimal supervision and requires self-motivated individual

Physical Requirements:

- Ability to bend, stoop, squat, crouch and pull file drawers
- Fine manipulation of hands with repetitive action
- Operate office machines
- Occasional lifting and carrying of up to ten pounds
- Must regularly talk, hear and have close vision ability

Minimum Qualifications:

Grade: 10

1. Associate's degree and one year experience in a human service program or five years' experience in a human service agency working with clients.
2. Microsoft Office and Internet-based navigation computer experience in a work setting.
3. Bilingual preferred.
4. Proficient in verbal communication and in maintaining written documentation.
5. Age 21 or above.
6. Valid driver's license with good driving record and insured vehicle available at all times.

Grade: 11

1. Meet the minimum qualifications above;
2. Bachelor's degree or seven years' experience in a human service agency working with clients.