

Certified Application Counselor 40 Hours

Due to expansion, Neighborhood Health is accepting applications for a Certified Application Counselor to perform a variety of duties to assist and facilitate enrollment of eligible NH patients and service area residents into affordable health insurance coverage options. This position reports to the Enrollment Coordinator.

Specific duties include:

- Answers all NH enrollment center calls in a prompt, pleasant, and helpful manner. Schedules enrollment application appointments following established clinic procedures.
- Provides enrollment assistance, including but not limited to, completing coverage applications, gathering required documentation and troubleshooting the enrollment process, for uninsured children and adults to access subsidized, low-cost and/or free health insurance programs through the federal health insurance marketplace or state sponsored insurance programs.
- Provides accurate information to educate NH patients and other consumers on health coverage and the enrollment process.
- Conducts various in-reach activities (phone calls, direct mailings, etc.) to inform uninsured NH patients of their eligibility for insurance through either the federal health insurance marketplace or state sponsored insurance programs.
- Engages in follow-up conversations and offers renewal assistance for enrolled individuals.
- Provides guidance and assistance for consumers who need to update demographic or income information with the health insurance marketplace to obtain coverage or make other changes allowed by certain qualified events.
- Accurately provides data to meet NH, state, and federal reporting requirements.
- Maintains and secures consumer Personally Identifiable Information (PII) according to the strict guidelines required. Promptly reports any potential breach of PII to the immediate supervisor.
- Distributes outreach materials to patients, community members, partner organizations and businesses to build coverage option awareness.
- Give presentations to various organizations, businesses, groups, etc. regarding NH's enrollment center program, the health insurance options for consumers, and the application process to obtain coverage.
- Attends and successfully completes all required training programs; participates in ongoing conference calls, webinars, and other professional development opportunities.

Full time position with benefits. Position requires HS Diploma/GED. Advanced medical office, health insurance, or social service training preferred. Minimum of one year experience working with the public in a customer service or general office role. Prefer medical, health insurance, or social service experience. Interested candidates should send a resume along with a cover letter to NHCI Human Resource Department at: P.O. Box 11949, Fort Wayne, IN 46862 or by email at HRDEPT@NHCI.ORG or fax (260) 969-2911. Health Clinics is an Equal Opportunity Employer.