



Position Title: County Engagement Coordinator

Reports To: Interagency Policy and Operations Manager

Location: Denver, CO

Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

The County Engagement Coordinator will play a key role in the organization by strengthening county, medical assistance (MA) site and state partnerships, directing special projects related to improving eligibility and enrollment related operations, supporting external partnerships and provide support for systems enhancements that improve the customer experience for people applying for insurance affordability programs.

This role's primary focus will be strengthening county, MA site and state communication, partnerships, and contact via in-person meetings, trainings, and regular engagement to help inform internal policy and strategy. The County Engagement Coordinator will participate in identifying, documenting, and analyzing critical metrics to ensure compliance and consumer satisfaction targets are met. This role will coordinate closely with the Connect for Health Colorado MA Site to inform process improvements with counties and other eligibility and enrollment organizations.

Position Responsibilities:

- Develop and execute outreach plan to better engage counties, MA sites and state agencies with the goal of improving the eligibility experience and increasing enrollments. Work closely with the Policy team on monthly Medicaid-APTC reconciliation efforts and identify eligibility process improvements.
- Advise outreach campaigns that target customers denied for Medicaid/CHP+ but eligible for Marketplace programs.
- Participate in governance of the Colorado Benefits Management System (CBMS), including the Staff Development Center (SDC) to identify training needs for eligibility workers.
- Attend meetings with county human services directors and health care related regional collaboratives.
- Direct evaluation of technical and operational impacts when state or federal eligibility rules and regulations change that impact financial application and enrollment processes.
- Assist development of new or updated policies and procedures to ensure Connect for Health Colorado is compliant with current rules and regulations.

- Report to leadership about project progress, decisions, risks, and escalations.
- Collaborate with counties, the Department of Health Care Policy and Financing, the Governor's Office of Information Technology, external stakeholders, and Connect for Health Colorado support channels to improve the eligibility and enrollment experience for individuals applying for Insurance Affordability Programs.
- Inform the development of outcome-based MOUs and contractual arrangements to support the project goals.
- Manage relationships with counties, MA sites and state agencies as it relates to helping customers apply and gain access to insurance affordability programs.

Position Requirements:

- Bachelor's degree in communications, health policy or a health-related field preferred
- At least 2 years of health care experience, preferably in the field of human services or health policy reform, and/or outreach and enrollment experience. Deep understanding of insurance affordability programs offered through state-based Marketplaces and state Medicaid agencies preferred
- Knowledge of county human service department roles and responsibilities
- Outstanding organizational skills and ability to prioritize and manage multiple tasks with meticulous attention to detail
- Exceptional people skills and judgment
- Excellent oral, written and presentation communication skills
- Flexibility to adapt to a changing environment
- Capable of working independently and as part of a team
- Proven command of Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Proven basic understanding of CBMS preferred

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive North
- This position requires up to 25% local travel around the state
- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position
- On-site during office hours, typically 8am-5pm

Compensation:

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor a package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long term disability and life insurance.

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hiring@c4hco.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
