



Position Title: Legislative Support Specialist

Reports To: Director of Policy and Research

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 Legislative Support Specialist is responsible for handling highly sensitive customer cases that have been escalated for urgent resolution, primarily from state legislators and Colorado Congressional members and their staff. This could also include cases received from Board members, the CEO, Colorado Division of Insurance, or others that require a high degree of accuracy, discretion, customer service, and sensitivity. The Legislative Support Specialist would be responsible for handling the case corrections from start to finish, and coordinating with other departments (Operations, Technology, Legal) as needed to ensure full case resolution. The individual will work closely with the Policy Associate to develop timely and accurate external communications for each case. In addition, they will report data on escalated cases to internal departments as needed to help inform operational improvements and technical enhancements.

Position Responsibilities:

- Manages highly sensitive constituent and partner agency escalations from start to finish.
 - Acts as main point of contact for the consumer.
 - Provides bi-weekly comprehensive summaries on the progress of each escalation to Policy team.
 - Maintain knowledge of eligibility and enrollment systems and policies.
 - Coordinate with internal IT, legal and carrier support teams to ensure that all aspects of a customer's escalation are correctly addressed.
 - Tracks and reports data internally on received escalations.
 - Work with state agencies and counties when necessary to resolve escalations.
 - Provides administrative support as well as analytical and policy support, when appropriate.
 - On a semi-regular basis, may support appeals or the MA site as appropriate.
 - Other duties as assigned.
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Position Requirements:

- Associate degree or equivalent years of experience
- Minimum of 1-2 years of experience in health administration, public health, research and evaluation, or public service roles, preferably in health care or health insurance

- Thorough knowledge and understanding of key components Affordable Care Act (ACA), especially health insurance exchanges and eligibility and enrollment rules and processes.
- Experience in utilizing the Colorado Benefits Management System (CBMS).
- Command of Microsoft Office (PowerPoint, Word, Excel, Outlook).
- Strong understanding of Medicaid, Advance Premium Tax Credit and Cost Sharing Reduction eligibility.
- Experience in constituent and/or customer service including direct client-facing interaction.
- Able to transform complex system and customer issues into insightful and easy to absorb message.
- Ability to multitask and work in a fast-paced environment.
- Team oriented
- Positive team player attitude with excellent verbal and written communication skills.
- General knowledge of the health insurance industry.
- High degree of organizational skill.

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
- 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.
