



**Position Title: Seasonal Enrollment & Eligibility Verification Specialist**

**Reports To: Medical Assistance Site Lead**

**Location: Denver, CO**

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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.

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**Position Summary:**

The Seasonal Enrollment & Eligibility Verification Specialist is responsible for processing verification documents for Health First Colorado, APTC, and CHP+. To be successful, a Seasonal Enrollment and Eligibility Verification Specialist must have the ability to understand and correctly enter verification information into a complex computer system. This is a seasonal position working within 3-6 months of the year.

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**Position Responsibilities:**

- Knowledge of county and state systems (e.g. Colorado Benefits Management System (CBMS)).
- Process all required work following all related policies and procedures and State and Federal rules under the direction of the Lead, Trainer, or another MA site mentor.
- Utilizes resource materials, policies and procedures, handouts, databases and training opportunities to insure accuracy and quality of all aspects of the verification processing.
- Collaborates as appropriate, with the Connect for Health Colorado Customer Service Center to resolve all customer issues.
- Completes yearly re-determinations for ongoing clients to determine continued eligibility of assistance programs such as APTC, Health First Colorado, and CHP+.
- Ability to accurately enter case information into Colorado Benefits Management System (CBMS).
- Completes application initiation in Colorado Benefits Management System (CBMS).
- Develop and maintain professional relationships with co-workers and Community Partners.
- Attend training to maintain/enhance knowledge and professionalism.
- Participates in internal and external performance audits to ensure compliance with quality standards.
- Meets performance, quality and customer service standards as assigned by the department management team.
- Other duties as assigned

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**Position Requirements:**

- A high school diploma or equivalent
- Proven problem-solving skills and attention to detail.
- Strong verbal and written communication skills.
- 2-years work related experience in a Customer Service Center or back office environment. Related experience can include customer service and data entry.
- Knowledge of Microsoft Office: Excel, Word, Outlook
- Proven ability to work successfully within a team oriented environment and function as an active team member.
- Must be willing to submit and successfully pass a criminal background check.

**Preferred skills:**

- Minimum of 1-year medical verification processing strongly preferred.
- Bi-lingual in English and Spanish a plus.
- Prior experience with CBMS, Atlas, CHP+ and Medicaid eligibility and enrollment strongly preferred.

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**Work Environment:**

- This is a Seasonal position for 3-6 months
- Hours may vary from week to week (approximately 40 hours/week)
- Work schedule will include some non-traditional hours, weekends and evening events
- 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

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**To Apply:**

Please e-mail resume, cover letter, salary history, and three (3) references to [hiring@c4hco.com](mailto: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.**

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