



**Position Title: Technical Eligibility Analyst**

**Reports To: Shared Eligibility System Program Manager**

**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 Technical Eligibility Analyst's primary function is to ensure that the ongoing design and technical operations of state-based eligibility systems fulfill the needs of Connect for Health Colorado. They are responsible for ensuring that the impacts resulting from modifications to functionality are understood, mitigated and do not adversely impact C4HCO. In addition, they are responsible for identifying and coordinating with various teams to resolve problems as they occur.

The role requires strong technical skills and understanding of the systems that are used. It also is very much a team-focused role, with strong interactions with the wider technology team as well as external stakeholders.

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**Position Responsibilities:**

- Represent Connect for Health Colorado in technical design meetings
  - Serve as a Subject Matter Expert for system functionality and represent Connect for Health Colorado during project elicitation and design meetings with vendors
  - Identify any changes to the Shared Eligibility System (SES)/ Colorado Benefits Management System (CBMS) that will impact Connect for Health Colorado.
  - Work with internal/external stakeholders to develop contingency plans to mitigate impact to C4HCO
  - Review high level design documents for non-SES projects submitted by other state agencies to assess any potential impacts to Connect for Health Colorado
- Represent Connect for Health Colorado in the management of system defects relating to the Shared Eligibility System
  - Identify, capture, prioritize and track system defects, both in test and production

environments.

- Identify and assist with the development of system workarounds as needed
- Work with State, vendor partners to analyze and suggest solutions to defects.
- Test, confirm and close defects for SES/PEAK functionality where directed
- Subject matter expert in the creation and review of technical and functional system design documents. Assist in the development of high level business and functional requirements.
- Serve as a point of contact for eligibility technical systems questions both internally and from our various State and vendor partners.
- Assist with the testing team as needed, including but not limited to:
  - Test planning, primarily focusing on the Shared Eligibility System
  - Performing system integration / user acceptance testing for SES/PEAK functionality where directed
- Assist in the administration of technical repositories, such as CALT, HPQC and ALM
- Review training materials for content and accuracy
- Other activities as directed

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**Position Requirements:**

- Bachelor's degree in technology, or a health-related field preferred
- At least 5 years in a technology-related profession
- Experience in healthcare, IT helpdesk/support, system integration/user acceptance testing, test leading, commercial insurance, administrative and business systems, databases, conflict resolution, Medicaid or advocacy work, preferred
- Experience with software and systems testing.
- Strong familiarity of the full Software Development Lifecycle.
- Experience with document organization and management
- Strong familiarity with Microsoft products (Outlook, Excel, Word, Power Point)
- Excellent judgment, organizational skills and the ability to think strategically
- Excellent communications skills both verbally and written
- Ability to work independently, with various stakeholder groups and as a contributing team member
- Ability to communicate technical understanding to non-technical staff
- Skilled in reading understanding and interpreting complex technical documentation
- Ability to manage multiple priorities simultaneously and revise and adjust those priorities to address unforeseen circumstances or challenges
- Preferred familiarity with state technology systems (i.e. PEAK, CBMS, MMIS) used to support state medical program eligibility and enrollment
- Preferred familiarity with eligibility and enrollment operational policies and procedures in existence at county human services offices and medical assistance sites

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**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

- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position, on-site during office hours, typically 8am-5pm
- Ability to work within a very fast-paced, quickly evolving organization, manage multiple, complex priorities and respond effectively to change.
- The work requires extensive use of computers and sitting for long periods of time, reading typed and/or handwritten material; performing repetitious hand, arm and finger motions and may also be required to move, lift, pull, and carry up to 25 pounds
- Travel throughout Colorado will occasionally be required, mostly day trips (valid driver's license required and mileage reimbursement available)

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**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.

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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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