



Position Title: Eligibility and Enrollment Analyst

Reports To: Technical Program 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 Eligibility and Enrollment Analyst’s primary function is to ensure that the ongoing design and technical operations of eligibility systems fulfill the needs of Connect for Health Colorado and associated Medical Assistance sites. They are responsible for ensuring that the impacts resulting from modifications to functionality are understood, mitigated and do not adversely impact Connect for Health Colorado and associated Medical Assistance sites. They will work closely with Connect for Health Colorado’s business stakeholders to identify and triage production issues, partner with operations teams on process improvement and provide support for critical efforts.

The role requires an understanding of Connect for Health Colorado systems as well as the state’s CBMS and PEAK. It is a team-focused role, with strong interactions with the technology team, operational and customer support teams, as well as external stakeholders.

Position Responsibilities:

- Represent Connect for Health Colorado in meetings related to operational eligibility processes
 - Serve as a Subject Matter Expert for eligibility system functionality
 - Identify operational changes to eligibility systems that will impact Connect for Health Colorado and associated Medical Assistance sites.
 - Work with internal/external stakeholders to develop contingency plans to mitigate impact to Connect for Health Colorado and associated Medical Assistance sites.
- Represent Connect for Health Colorado in State sponsored user groups and governance bodies
 - Work with internal/external stakeholders to identify, communicate, gather feedback, and track updates to system and operational processes
- Represent Connect for Health Colorado in the management of system defects relating to the Eligibility System(s)
 - Identify, capture, prioritize and track system defects

- 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 review of technical and functional system design documents to assess any potential impacts to Connect for Health Colorado's eligibility processes
- Assist with the testing team as needed, including but not limited to:
 - Test planning, primarily focusing on the Eligibility System(s)
 - Performing system integration / user acceptance testing for SES/PEAK functionality where directed
- Review communication and training materials for content and accuracy
- Other duties as assigned

Position Requirements:

- Bachelor's degree in technology, or a health-related field preferred
- At least 5 years in a technology-related profession preferred
- 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
- 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
- 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

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the DTC, near the near the 225/125 junction.
- 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)

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.
