Position Title: MA Site Enrollment & Eligibility Technician - EET

Reports To: MA Site Lead   **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.

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Position Summary:

The Enrollment & Eligibility Technician position handles customer service calls to resolve complex cases and determines eligibility for public assistance programs, including but not limited to Medicaid, APTC, and CHP+. As well as provides customer service by gathering sensitive and personal information to make an accurate eligibility determination. To be successful, an Enrollment and Eligibility Technician must have the ability to understand and correctly enter information into a complex computer system.

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.
- Utilize CMBS to enter data and process all applications to determine eligibility while holding the highest regards to accuracy, quality, security and privacy of CBMS.
- Utilizes resource materials, policies and procedures, handouts, databases and training opportunities to insure accuracy and quality of all aspects of application processing.
- Accept calls, collaborate, and work effectively 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, Medicaid, and CHP+.
- Develop and maintain professional relationships with Community Partners and the Counties.
- 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.

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Position Requirements:

- A high school diploma or equivalent
- 2-years' work-related experience in a Customer Service Center or back office environment.
- Proven experience in customer service, data entry, and independently resolving complex situation.
- Six-months of related call center/over the phone customer service experience preferred
- Proven problem-solving skills and attention to detail
- Strong organizational, time management, and problem-solving skills
- Strong sense of professionalism and active listening skills
- Strong verbal and written communication skills
- Knowledge of Microsoft Office: Excel, Word, Outlook
- Minimum of 2-year medical enrollment application processing strongly preferred
- Prior experience with CBMS, Atlas, CHP+ and Medicaid eligibility and enrollment strongly preferred
- Bi-lingual in English and Spanish a plus
- Must be willing to submit and successfully pass a criminal background check
- Other duties as assigned

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Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the DTC area of Denver, near the intersection of I-25 & I225
- Work schedule will include some non-traditional hours, weekends and evening events
- Travel throughout Colorado will occasionally be required, mostly day trips along the Front Range (mileage reimbursement available)

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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.