



Position Title: Appeals Administrative Support

Reports To: Supervising Attorney

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 Appeals Administrative Support position will work in the Connect for Health Colorado Office of Conflict Resolution and Appeals. This unit is responsible for receiving and processing requests for appeals from individuals and families regarding their eligibility for health insurance coverage through the Marketplace. Specifically, the Appeals team is responsible for researching, directing, and adjudicating individual and family appeals of eligibility determinations for Marketplace programs, including the amount of Advance Premium Tax Credits (APTC) and level of Cost Sharing Reductions (APTC/CSR) they receive for coverage through the Marketplace, eligibility for Qualified Health Plans (QHPs), and eligibility for coverage under Colorado Young Adult Plans.

The Appeals Administrative Support position will occupy a unique role within the Appeals Team. This position will be responsible for all intake of requests for appeals, including receipt of appeals from all channels, including mail, fax, telephone, and walk-in requests for appeal. The Appeals Administrative Support position will also ensure the timely and fair determination of the validity of appeals requests in a manner consistent with all regulatory requirements and the Marketplace's policies and procedures. The Appeals Administrative Support position will evaluate requests for appeals on the face of the requests and will send noticing documentation in accordance with regulation and with Marketplace policies and procedures. The Appeals Administrative Support position will also be responsible for assisting the Appeals and Compliance Attorneys with e-mail management and research of legal questions.

Position Responsibilities:

- Manage the submission of appeals and other requests received
- Verify the timeliness, appropriateness, and validity of all appeals according to state and federal law and the Marketplace's policies and procedures.
- Enter the appellant's or customer's personal information as required, into the Marketplace case management tracking systems, ensuring the accuracy and integrity of the appellant's or customer's information
- Research, evaluate, and properly direct requests for appeals in accordance with the Marketplace's established regulatory guidelines.

- Work with Connect for Health Colorado legal staff to Prepare case summaries and evidence packets for hearings before the Office of Administrative Courts.
- Pull and prepare data regarding the appeals for Board Reports, CCIIO Reports, and other ad hoc requests.
- Research issues and ascertain facts using state and federal databases, knowledge of the Affordable Care Act eligibility standards, and approved decision tools as established by the Marketplace's policies, procedures and regulatory requirements
- Ensure each appellant receives acknowledgements, notifications, and orders as required
- Communicates with other units within the Marketplace, other state agencies as appropriate, and the federal government concerning both individual and employer appeals and policies and procedures related to appeals, as directed
- Provides input on the processes of reviewing, adjudicating, researching, and communicating appeals and appeal decisions as necessary to ensure that processes are efficient, user-friendly, and accurate.

Position Requirements:

- B.S. in Paralegal Studies or related field strongly preferred
 - Paralegal Certification strongly preferred
 - B.A. in Public Administration, Public Policy, Healthcare Management, Business Administration, or related field preferred
 - Experience in healthcare, commercial insurance, administrative and business systems, databases, conflict resolution, Medicaid or advocacy work, and/or providing social services preferred.
 - Knowledge of the Affordable Care Act and Medicaid regulations preferred
 - Strong analytical and critical thinking skills
 - Ability to be fair, unbiased, and objective in all aspects of job responsibilities
 - Ability to build and maintain internal and external customer relationships
 - Ability to manage multiple priorities simultaneously; revise and adjust those priorities to address unforeseen circumstances or challenges.
 - Willingness to communicate with limited English speaking appellants and use a language interpreter when necessary.
 - Must have excellent written and oral communication skills and the ability to write clear, concise and accurate letters, reports and narratives.
 - Must have demonstrated organizational skills.
 - Skilled in reading understanding, interpreting, and applying complex state and federal regulations.
 - Ability to reduce large and complex volumes of information into concise and easily understandable terms.
 - Must have strong interpersonal skills; ability to work with all levels of internal management and staff, as well as diverse populations, stakeholder groups, Board of Directors, and customers.
 - Must have proven ability to handle complex and confidential materials with a high level of discretion
 - Ability to work both independently and as a team member
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Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the North Tech Center area of Denver, near the intersection of I-25 and I-225
- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position, on-site during office hours, typically 8am-5pm but with some flexibility
- 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.

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hr@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.