



POSITION TITLE: Marketplace Assister

POSITION REPORTS TO: Program Director

POSITION TYPE: Full-time, Nonprofit Organization

LOCATION: Remote

JOB SUMMARY:

The marketplace assister helps consumers navigate the Marketplace application and enrollment process for health coverage. They educate consumers about the availability of financial assistance, such as Marketplace subsidies or Medicaid, and help people apply. They also provide consumers with impartial information about their eligibility for health coverage options, such as qualified health plans (QHPs), Medicaid, and Children's Health Insurance Program (CHIP) coverage. All work is driven by MHP Salud's Strategic Plan, policies, mission, vision, goals, and other key planning documents.

KEY DUTIES & RESPONSIBILITIES:

- Provide information on all qualified health plans (QHPs) and help consumers submit a Marketplace eligibility application for coverage and financial assistance.
- Leverage the MAC (Marketplace Assister Community) platform to conduct Direct Assister-to-Consumer Outreach to consumers transitioning from Medicaid/CHIP during the Unwinding period.
- Provide comprehensive information about the substantive benefits and features of each plan, including any specific consumer needs such as the availability of and distance to a preferred provider, prescription drug coverage, proximity to an in-network hospital.
- Assist consumers in finding plans with cost-sharing reductions or other federal financial assistance if they are eligible.
- Clarify distinctions among coverage types, including QHPs, Medicaid, and the Children's Health Insurance Program (CHIP).
- Examines each applicant's submission to verify the accuracy of financial statements and other personal information.
- Conduct interviews with applicants and their family members to gather information.
- Document findings, which play a crucial role in determining whether an application is approved or denied.
- Assess eligibility for Medicaid services by analyzing applicant's financial and medical information based on federal and state guidelines.
- Provide services that are culturally and linguistically appropriate to the consumers they are assisting, including consumers with limited English proficiency.

- Ensure that consumer education materials, websites, and other consumer assistance tools are accessible.
- Establish and maintain relationships with local healthcare providers, community organizations, and stakeholders to enhance service delivery.
- Inform supervisor of identified gaps in healthcare services and develop strategies to address them.
- Provide one-to-one assistance to individuals and families applying for health insurance through the Marketplace and Medicaid/CHIP.
- Guide consumers through the application process, helping them understand their coverage options and eligibility requirements.
- Assist consumers in completing and submitting necessary documentation and follow up to ensure successful enrollment.
- Maintain and up-to-date directory of local healthcare providers, clinics, and social services.
- Prepare regular reports on enrollment statistics.
- Offer ongoing support to clients to resolve issues related to their health insurance coverage, including troubleshooting problems with applications, renewals, and changes in circumstances.
- General knowledge of resources available in the community (In case there is a need for a resource referral).
- Maintain confidentiality and ensure the protection of personal and sensitive information - maintain documentation of client interactions and accurate records of services provided in our database application (CommCare) and on MAC.
- Undergo training and participation in continuous education as required by organization and/or funder.
- Phone contact with consumers to determine eligibility for healthcare programs and conduct applications based on eligibility.

COMPETENCIES:

Competencies describe the skills, knowledge, and attributes necessary to perform the job, and all staff across the organization should demonstrate these competencies.

- **COMMUNICATION SKILLS** – Proactively communicates; informs others of what they need to know. Utilizes oral and written communication to enhance relationships across the organization. Capably articulates thoughts and ideas in speaking and listens carefully to others.
- **CUSTOMER FOCUS** - Makes customers and their needs a primary focus of one’s actions; develops and sustains productive customer relationships. Actively seeks information to understand customers’ circumstances, problems, expectations, and needs.
- **CONTINUOUS LEARNING**- Actively identifies new areas for learning; regularly creates and takes advantage of learning opportunities; uses newly gained knowledge and skills on the job and learns through their application.

- **JOB KNOWLEDGE**- Has achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeps up with current developments and trends in areas of expertise.
- **INTERPERSONAL SKILLS**- Exhibits acceptable standards of professional conduct. Listens carefully. Develops and maintains positive working relationships with all constituents.

COMPANY VALUES:

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** - Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

MINIMUM QUALIFICATIONS:

- Must pass a background screen, including local, state, and federal law check, employment reference check, DMV check, and criminal records check.
- Understanding of the Health Insurance Marketplace, Medicaid and other health coverage options.
- Community Health Worker (CHW) certification or a good understanding of the CHW role is required.
- Flexibility to work evenings and weekends as needed for community events and consumer appointments, as needed.

PREFERRED QUALIFICATIONS:

- Previous experience in healthcare navigation, community outreach, or a similar role within a nonprofit setting is highly desirable.
- Bilingual proficiency (English/Spanish)

SKILLS/KNOWLEDGE/ABILITIES:

- Excellent communication and interpersonal skills, with the ability to work effectively with diverse populations.
- Proficiency in Microsoft Office Suite and familiarity with database management.
- Compassionate and patient, with a commitment to helping others.
- Highly organized and detail-oriented, with the ability to manage multiple tasks simultaneously.

- Self-motivated and proactive, with strong problem-solving skills.
- Ability to complete a yearly certification through CMS -ability to complete a yearly certification through the HHSC-CPP.

JOB CLASS: Community Health Workers

POSITION STATUS: Non-Exempt

PHYSICAL DEMANDS:

While performing the duties of the Marketplace Assister role, the employee is regularly required to speak and listen. The employee is frequently required to sit, walk, and stand; occasional climbing, stooping, kneeling, crouching, and balancing are required. Must be able to lift and move up to 50 pounds occasionally and 10 pounds frequently. Frequent use of eye, hand, and finger coordination enables the use of office machinery. Oral and auditory capacity enables interpersonal communication and communication through automated devices such as phones and computers.

The physical demands of this job are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties and responsibilities may be added, removed, or changed at any time at the company’s discretion, formally or informally, either verbally or in writing.

I have read and understand this job description and certify that I am qualified to perform this job, with or without reasonable accommodation.

Name (Print)

Employee Signature and Date

Supervisor’s Name (Print)

Supervisor’s Signature and Date