



Job Description

Job Title: Health Insurance Specialist

Responsible to: 211 Director

Responsibilities: The Health Insurance Specialist will educate and assist individuals and community members on their potential eligibility for, and how to enroll in assistance and insurance programs. This position enhances Helpline Center's ability to support increased access to health care coverage, with emphasis on serving low-income, geographically isolated, minority, homeless and migrant populations in South Dakota. Additionally, the Health Insurance Specialist is responsible to provide quality customer service to people requesting assistance through the Helpline Center Connections Center.

Job Requirements:

- Bachelor's degree in Social Service or related field
- Demonstrated interest in human services
- Strong oral and written English language skills
- Working knowledge of computers and software programs, proficient keyboarding skills
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need
- Detail oriented and organized
- Flexibility and ability to manage many concurrent projects

Specific Responsibilities:

- A. Provide health insurance information and enrollment navigation to individuals
 1. Be knowledgeable of the rules and regulations for various assistance and insurance programs in order to educate and enroll community members
 2. Assist individuals with health literacy and health coverage application process including reviewing of eligibility determination for enrollment in healthcare marketplace and Medicaid application
 3. Conduct ongoing calls following up on website inquiries.
 4. Be knowledgeable of the rules and regulations for various assistance and insurance programs in order to educate and enroll patients and community members
 5. Understand insurance plans options on the Marketplace and assist in the final enrollment of health coverage for individuals or families
 6. Provide on-going assistance and education to individuals as needed through community outreach, presentations, and enrollment activities
 7. Accurate and timely documentation and reporting of enrollment outcomes
 8. Attend trainings, peer networking opportunities and program meetings as assigned

B. Respond to 211 Helpline calls and texts

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers for information/referrals following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support following policies and procedures.
4. Answer and provide appropriate intervention for crisis/victims services/suicide following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls/texts/emails correctly into computer tracking system according to procedure.
7. Identify active callers/texters and follow appropriate directives as listed in the active caller profile sheets.
8. Contact a Helpline supervisor or back-up staff as necessary.
9. Complete suicide follow-ups according to procedure.
10. Working knowledge of computers and software programs, proficient keyboarding skills.

C. Maintain awareness of Helpline Center Resources

1. Attend all scheduled Helpline Center staff meetings and in-service meetings.
2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and directories during each shift worked.

D. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency; demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.

G. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Hourly full-time position. Primarily 8-5pm includes limited evening and weekend hours. Will include coverage of holidays.

Employee

Date

Supervisor

Date

Updated on: July 2023