

JOB DESCRIPTION

Title: Marketplace Enrollment Specialist FLSA Status: Full Time, Non-Exempt	Reports to: Director of Community Health
Department: Health Navigation	Date: November 2022
*Position is officed in Kansas City, KS but will work in Olathe, KS during Marketplace Open Enrollment Period	

Summary: During the Open Enrollment Period (typically November 1st – December 15th), the Marketplace Enrollment Specialist (MES) is primary responsible for guiding clients in both counties through enrollment to obtain healthcare coverage in the Marketplace (insurance exchange). The MES will screen for eligibility for coverage, assist in completing applications, and help clients decide which coverage option is best for their situation. The MES also provides education about coverage terminology, helps clients submit documentation to resolve issues, and help refer them to appropriate resources as needed. The MES also provides outreach and education about the Marketplace attending community resource/health fairs and events. Outside of the Open Enrollment Period, the MES provides direct enrollment assistance to clients, offering support by screening and assessing eligibility for insurance and public services, educating clients about eligibility and rights to enroll in services, assisting with the application process, providing follow-up with the client as needed, and ensuring the client understands how to best utilize the service and benefit for better access to healthcare and other services in the community.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	Primarily responsibilities include assisting clients with enrollment needs for public benefits including but limited to; the Marketplace, Medicaid (KanCare or Mo HealthNet), referring Medicare clients to insurance brokers, Kansas City’s Medicine Cabinet, SNAP (food assistance), Childcare Assistance and Cash Assistance (all offered through DCF), LIEAP, Housing Programs, connecting with Social Security for retirement, SSI, or disability, unemployment benefits, applying for US passports, requesting birth certificates, and referring clients to area safety-net clinics, internal programs, or other organizations as needed.
2	Record and track client demographic, service, and follow-up information in MAACLink Data Base, submit Navigator Tracker reports daily, turn in Outreach Tracker in weekly, and update all other program data bases (ex. spreadsheets in Excel) used to track services for grant and program reports.
3	Supports the Director of Community Health with (but not limited to): monthly staff reports, grant proposals, reports and requirements, program/staff meetings, facilitating monthly client post-service phone surveys, completing program requirements, and helping other program staff with any client/program concerns.
4	Develops and maintains a strong network of community organizations and health providers, to implement community outreach and education about services and help clients find care and other health services.
5	Conducts outreach and education in the community, partnering with others and attending events to provide both materials and verbal information with event participants.
6	Assist individual with benefit related questions. As appropriate, educate and address questions engaging the client with the enrollment process for KanCare, Supplemental Nutrition Assistance Program (SNAP) and other public benefits.
7	Works in an integrated manner with all El Centro staff and programs to help clients access all services and achieve their full potential, helping fulfill El Centro’s mission

	and vision.
7	Carry out the mission, vision, and strategies of El Centro, Inc. and works cooperatively with El Centro staff.
8	Assist with other duties as assigned by the Director of Community Health or other El Centro admin.

KEY COMPETENCIES/SKILLS

- Strong Written and Verbal Communication Skills
- Strong Interpersonal Skills
- Relational Skills
- Organizational and Time Management Skills
- Problem Solving Skills
- Comfortable working with diverse populations
- Ethical Conduct
- Proficient in Word, Excel, Outlook, PowerPoint

POSITION REQUIREMENTS & PREFERENCES

Education and Experience

- High School Diploma or GED - Required
- Associate degree in health, social sciences, or other related areas - Preferred
- Bilingual – In Spanish & English, both written and oral – Required
- Experience in customer service/case management with diverse clients - Preferred

ADDITIONAL REQUIREMENTS

- Attitudes, knowledge, and skills to deliver culturally competent services.

El Centro, Inc. is an Equal Opportunity Employer



SU CONEXIÓN A LA COMUNIDAD

Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____