



**Community
Research
Initiative**

Schrafft's City Center
529 Main Street, Suite 301
Boston, MA 02129

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www.crine.org

JOB DESCRIPTION

JOB TITLE: Health Insurance Enrollment Specialist
DEPARTMENT: Massachusetts HIV Drug Assistance Program
BRIDGE Team (Benefits, Resources, Infectious Disease Guidance, & Engagement)
HOURS: 40 hours/week
DATE: June 2021

SUMMARY OF ORGANIZATION:

Since 1989, Community Research Initiative (CRI) has sponsored community-based research on HIV/AIDS and other infectious diseases. In addition to its research program, CRI operates the Infectious Disease Drug Assistance Program (IDDAP) under contract with the Massachusetts Department of Public Health and the Boston Public Health Commission. This program, funded by both federal and state dollars, is one of the most comprehensive programs of its kind in the country, and provides access to HIV/AIDS and other medications to under- or uninsured clients. The program also provides health insurance for individuals with HIV/AIDS who are otherwise unable to access coverage. There are additional components to this program including providing payment for tuberculosis drugs (TB Drug Assistance Program, or TBDAP), and an HIV prevention program called the Pre-exposure Prophylaxis Drug Assistance Program. The HIV Drug Assistance Program (HDAP) and the Comprehensive Health Insurance Initiative (CHII) are key programs within the larger umbrella of IDDAP programs.

JOB SUMMARY:

The Health Insurance Enrollment Specialist will assist our clients to enroll in and maintain health insurance coverage, as well as advise and train case managers and other staff about navigating insurance options available through the Massachusetts Health Connector and Medicare. Supporting clients to negotiate and access a confusing and complex health insurance system, this position makes a concrete difference in people's lives every day.

QUALIFICATIONS:

EDUCATION:

Bachelor's degree preferred; associate degree and equivalent work experience will be considered in lieu of education.

EXPERIENCE:

One-to-two years' experience in a non-profit organization, health policy/legal advocacy agency, or HIV-related agency preferred, as well as expertise in and knowledge of health insurance/health policy, including MassHealth and Medicare. Prior experience with direct client service and health insurance enrollment with the MA Health Connector is preferred. Candidates who are trained health insurance Navigators or Certified Application Counselors a plus.

SKILLS NEEDED/OTHER:



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The ideal candidate will be an outgoing and self-motivated individual able to advocate for clients and help them through the enrollment process with patience and enthusiasm; who will work effectively and collaboratively with contracted vendors and other service providers; and who is able to interact respectfully and professionally with people of diverse cultural and socio-economic backgrounds. We are looking for a detail-oriented quick learner and flexible team player with an interest in health care policy.

Candidate must have excellent organizational, written communication, and presentation skills, as well as the ability to work with diverse clients, community providers, public health officials, and advocates. Professional telephone manner and computer/data entry skills required, along with demonstrated ability to work independently, accurately, and creatively in a fast-paced environment while handling multiple priorities. Public speaking experience preferred. Spanish-speaking a plus.

ACCOUNTABILITY:

This position reports to the Senior Manager BRIDGE/IDDAP; Outreach, Training, and Quality Strategist.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Provide guidance to case managers and clients about insurance eligibility and options, enrollment procedures, premium payment deadlines, and potential special enrollment periods.
- Communicate with and advocate for clients with various health care and insurance organizations, including MassHealth, the Massachusetts Health Connector, and private insurance providers.
- Present information on health insurance and benefits programs to case managers, other providers, and consumer groups at HIV-related health care delivery sites and public meetings throughout Massachusetts. Staff CRI outreach table at community events.
- Serve as a resource to HDAP screening and enrollment staff, addressing insurance- and benefits-related inquiries and requests. Coordinate efforts with HDAP's Comprehensive Health Insurance Initiative (CHII) staff to facilitate program enrollment and retention.
- Keep up to date on changes in health insurance and benefits-related policies.
- Assist with ongoing screening and review functions of HDAP/CHII enrollment applications and recertification's for accuracy and completeness, as required.
- Assist with other tasks, as necessary and as directed by the Senior Manager BRIDGE/IDDAP and Senior Health Insurance Enrollment Specialists.

To apply, please email a cover letter and resume to George-Henry Hastie at jobs@crine.org.

CRI IS AN EQUAL OPPORTUNITY EMPLOYER: CRI is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, gender, religion, national origin, disability, veteran status, age, marital status, sexual orientation, gender identity, genetic information, or any other class protected by federal or state law (EEO/AA).