The mission of Project Access NOW is to improve the health of our community by creating access to care, services, and resources for those most in need.

Position Description

Job Title: Premium Assistance Program Specialist
Reports to: Premium Assistance Program Manager
Hours: 40 hours per week
Salary: $20.00 - $24.50 DOE. Fully paid benefits offered (Medical, Dental, Vision, Life, Disability, and 401k match)

Position Summary
The Premium Assistance Program assists low-income populations obtain affordable health care. The program commits to paying for clients’ insurance premiums for a full calendar year.

The Premium Assistance Program Specialist supports the Program Manager and day-to-day operations of the program, such as: adhering to budgetary resources; communicating with provider, hospital, and insurance carrier billing offices; as well as advocating for and providing resources for clients. The Specialist works closely with insurance carriers as a third-party payer for clients enrolled in the Premium Assistance program.

The Premium Assistance team also collaborates with external organizations and other teams within Project Access NOW to help community members enroll in health insurance through the Oregon Health Plan and the Federal Marketplace.

This is a very dynamic role. To be successful in this role it is essential to be able to precisely track detailed information, be able to problem solve financial discrepancies and creatively problem solve client cases. This position requires a person who is compassionate about serving the community, is analytical, proactive, collaborative, creative, a solution seeker, an exceptional team member, and is able to cultivate professional relationships with partners. The position requires experience and comfort with spreadsheets and data entry. Experience with and/or understanding of the Affordable Care Act (ACA) is an asset and highly desirable.

Principal Duties & Responsibilities

- Work closely with insurance carriers to ensure premium payments are made for all clients enrolled in Premium Assistance
- Assist the Program Manager with collecting, analyzing, and reporting data regarding finances, enrollments, and trends in the program
- Ability to precisely track detailed financial information and problem solve financial discrepancies
- Troubleshoot enrollment and payment issues by working closely with clients, insurance carriers, the Federal Marketplace, and state Medicaid agency
- Assist the Program Manager with maintaining records of all financial transactions, including payments, refunds, and bank statements
- Perform data entry and maintain detailed records to ensure program and client information is kept secure and up to date
- Fulfill the roles and duties of the Program Manager when it is needed
- Screen referred clients to identify appropriate health insurance options, provide navigation per ACA and state regulations, and refer to resources as needed
- Advocate for clients on matters with the Federal Marketplace, the state Medicaid agency, and their insurance carrier
- Commit to prioritizing client care
- Communicate with provider billing offices to reduce health care costs for clients
● Assist local communities in applying for Medicaid and Marketplace coverage as needed
● Conduct outreach and maintain relationships with partners and community members

Qualifications & Skills
● Ability to plan, execute and problem solve dynamic situations and projects
● Ability to perform basic data analysis
● Ability to work in a fast-paced environment while maintaining a high level of attention to detail
● Ability to manage multiple priorities with a range of timelines and tasks, and be adaptable as needed
● Ability to use and learn a variety of online programs such as SignNow, SimplyBook.Me, TrackVia
● Ability to communicate clearly and respectfully verbally and in writing and keep a level head working with all personality types
● Knowledge of health coverage options and general eligibility requirements in Oregon is preferred
● Experience in community outreach and serving traditionally underserved populations preferred
● Experience and comfort with Microsoft Office and Google Suite is required
● Occasional work on evenings and weekends and travel to outreach locations is required
● Adherence to HIPAA regulations is required
● Bilingual English and Spanish required
● Employment dependent on passing a background check and completion of State training for Oregon Health Plan and the Health Insurance Marketplace

Working Conditions
● Office space with stairs (no ADA access)
● Ability to lift 10-20 lbs.
● Frequent use of keyboard, monitor, mouse, telephone and/or headset

Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identities make our organization stronger, smarter and more effective. These identities, whether constructed by social, political or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse staff team.

Please submit resume and cover letter to jobs@projectaccessnow.org

Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.