



Position Description

Job Title: Premium Assistance Program Manager
Department: Premium Assistance Program
Reports to: Director of Programs
Hours: 40 hours per week / Full Time / Exempt
Compensation: \$58,000 / Annually
Work Location: Temporarily remote and office location

Position Summary

The Premium Assistance (PA) program assists clients with health insurance premiums and out-of-pocket costs to improve access to health care services. The PA Program Manager oversees the program including staffing, budgeting, and service delivery. This position is the primary contact and point person for the community, insurance companies, hospital systems, partners, and staff concerning the PA Program. It is a supervisory position that will manage a team consisting of a Program Coordinator and Administrative Support Specialist. This position requires a flexible, self-directed leader adept at change management who pays great attention to detail, communicates clearly and respectfully, and is resourceful. Candidates with experience in Oregon Health Plan (OHP) and the Health Insurance Marketplace are strongly preferred.

Principal Duties & Responsibilities

- Provides direct supervision and support to program staff, including hiring, training, professional development, performance evaluations, onboarding/offboarding, authorizing timesheets and time off requests, etc.
- Manages team schedule and provides back-up when necessary
- Oversees program delivery for accuracy and efficiency to ensure that client's coverage is not interrupted
- Works closely with the Executive Team to develop and implement program budgets, organizational policies, marketing materials, the Strategic Plan, and other initiatives
- Partners with the Classic team and the Outreach, Enrollment, and Assistance (OEA) team to schedule appointments, conduct outreach, coordinate enrollment events, and answer questions regarding the Marketplace, OHP, insurance plans, etc.
- Generates monthly, annual, and ad-hoc reports for a variety of internal and external stakeholders
- Identifies workflow, policy, and data collection issues and oversees improvement initiatives
- Monitors changes in regulation and processes to ensure that internal workflows are compliant and efficient
- Problem solves complex cases in collaboration with partners and staff
- Advocates for clients related to health coverage by participating in community forums and providing feedback to the appropriate agency
- Works with program staff to facilitate referrals to other Project Access NOW programs and partners
- Works effectively with external stakeholders including funders, partners, and insurance companies to establish strong lines of communication and foster/maintain positive relationships to ensure continuity of funding and program services
- Works internally to align programs, improve workflows, and facilitate internal referral process
- Ensures compliance with organizational policies, contractual obligations, and HIPAA
- Other duties as assigned

Qualifications

- Employment dependent on completion of State training and certification for OHP and Marketplace enrollment
- Excellent problem solving and coordination skills

- Experience with customer relationship management (CRM) software, TrackVia (desired), Excel, Adobe, PowerPoint
- Experience with health coverage and medical billing is preferred
- Highly proficient in Microsoft 365, SharePoint, Teams, and virtual meeting platforms
- Excellent organizational, written, and verbal communication skills
- Ability to take initiative and pay close attention to detail
- Ability to work in a fast-paced, ever-changing environment while maintaining clear records
- Cultural competency and/or experience working with diverse populations
- Ability to work independently and as a team
- High level of accountability and reliability
- A valid Oregon driver's license and proof of insurance, or a reliable mode of transportation is preferred
- Must be able to pass a background check
- Bilingual and multicultural staff highly desired

Education, Experience, Transferrable Skills

- BA/BS degree preferred or a combination of experience managing a program
- Experience supervising a diverse team
- Creative, with strong analytical and problem-solving skills, and ability to prioritize multiple tasks
- Verbal and written English language proficiency sufficient to communicate with co-workers, community leaders, and community members
- Ability to respond to crisis situations in a calm professional manner

Working Conditions

- Proof of COVID-19 Vaccination required, or qualifying exception with compliance to organizational policies
- Travel to sites for meetings and training on a periodic basis
- Hybrid work environment: Temporarily working part time remotely and part time in the office
- Prolonged periods at a desk.
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset
- Project Access Now provides equipment: laptop, monitors, and other home office work tools

About Us

The mission of Project Access NOW is to improve our community's health and well-being by creating access to care, services, and resources for those in need. 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 team. 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.

Project Access NOW offers a generous Benefits Package

- 100% employer-paid health insurance plan including: medical, dental vision, acupuncture, and massage
- 401k Retirement Plan with immediate access to a 3% employer match
- Up to 17 days of PTO for sick leave, personal business, vacation, 10 paid holidays and 4 paid floating holidays
- Health Care, Dependent Care and Transportation Flex Spending Account

How to Apply

Please visit our website at www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the Diversity, Equity and Inclusion questions found on our website to jobs@projectaccessnow.org.

