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JOB NOTICE

Medicaid Managed Care Ombudsman/Health Care Navigator

Full-time and Part-time Positions May be Available

Posted: November 15, 2021

Charlotte Center for Legal Advocacy, non-profit agency that provides legal assistance in civil matters to low-income persons in Charlotte and Western North Carolina, seeks **Medicaid Managed Care/Health Care Navigator Ombudsman** in its *Family Support and Health Care Program* beginning immediately. More information about the Advocacy Center can be found on its web page, www.charlottelegaladvocacy.org.

In Medicaid Managed Care Ombudsman role will:

- Assist low-income families by telephone and online to access and use health care coverage under Medicaid and in resolving disputes with Medicaid health insurance plans;
- Assist with outreach to educate families of available coverage choices and their rights under Medicaid managed care.

In Health Insurance Marketplace Navigator role will:

- Conduct education and outreach about how to enroll in Medicaid, CHIP, and Marketplace coverage under the Affordable Care Act to individuals in Mecklenburg, Union, and Cabarrus Counties;
- Facilitate health insurance enrollment through one-on-one in person meetings with consumers in various community locations (by telephone during the public health emergency);
- Contact existing Advocacy Center clients who may qualify for a health insurance affordability program;
- Work with community partners including other non-profit organizations, medical clinics, health departments, churches, libraries, job-training programs, and other stakeholders to coordinate outreach efforts and connect with uninsured individuals/ families;
- Work with other local Navigators and CACs to organize enrollment events

In both roles will:

- Provide referrals to appropriate agencies for applicants and enrollees with grievances, complaints, questions, or need for other social services.
- Provide all information and services in a manner that is culturally and linguistically appropriate and ensure accessibility for individuals with disabilities.
- Work with English and Spanish language media (including print, radio, and television) to share information on open enrollment and the availability of assistance.

Qualifications

- Two-year or four-year college degree or equivalent training or experience;
- Paralegal, legal assistant, or social work training or experience preferred;
- Experience working with low-income communities preferably at a non-profit or community-based organization within a multi-ethnic/multi-cultural environment preferred;

- Experience with public benefits eligibility and/or work experience as a health insurance service representative preferred;
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional;
- Ability to work independently and in a team environment; and
- Ability to effectively collaborate with co-workers and clients in virtual, face to face and meeting settings; and
- Spanish or other non-English language proficiency preferred, but not required. Applicants who do not speak a second language will also be considered. In accordance with our equity stance, Charlotte Center for Legal Advocacy strongly encourages applications from black, Indigenous and people of color.

General Requirements

- Once hired, successfully complete and pass the Certification Training to be provided by Center for Consumer Information and Insurance Options (CCIIO);
- Be free from conflicts of interests, including payments and incentives from brokers, insurers, or insurance industry;
- Access to a reliable car with car insurance and a valid driver's license preferred;
- Able to work nights and/or weekends during fall ACA open enrollment preferred;
- Possess socio-economic and cultural sensitivity and ability to communicate with persons in crisis or under stress; and
- Ability to multi-task and interact well with professionals, clients, and others.

Start Date

Position available beginning immediately.

Classification

The position is classified as paralegal-advocate on the Charlotte Center for Legal Advocacy salary scales. Full time, annual salary \$37,000+ (depending on experience); generous leave and benefits. Part-time, comparable hourly rate, no paid leave or benefits.

To Apply send all of the following:

- a *detailed letter explaining your qualifications for and interest in this specific position and organization*, describe qualifications for this program, experience with low-income individuals, Spanish language proficiency, full or part-time interest and availability, and other relevant information;
- a resume;
- a writing sample; and
- names and telephone numbers of three references to: Administrative Manager, Charlotte Center for Legal Advocacy, by email to careers@charlottelegaladvocacy.org or by mail to PO Box 25558, Charlotte, NC, 28229, *email is preferred*. Form letters and inquiries not containing this information *will not be considered*.

***Charlotte Center for Legal Advocacy is an equal opportunity employer.
Veterans, women, minorities, and disabled persons are encouraged to apply.***



Family Support and Health Care Program

MISSION. The mission of the Charlotte Center for Legal Advocacy Family Support and Health Care Program is to ensure that low-income children, the elderly, disabled persons, immigrants, and their families have access to health care and public services.

CASE TYPES. The major problems or issues addressed by this program are access to:

- VA Disability
- Medicaid and Medicare
- Child Health Insurance Program (CHIP)
- Food Stamps
- Supplemental Security Income
- Social Security
- Mental health services
- Emergency assistance
- Childcare assistance
- Child support enforcement services
- Quality nursing and rest home care
- Work First Family Assistance
- Benefit diversion
- Employment supportive services

GOALS AND OBJECTIVES. This program focuses on the following four issues:

- 1) Access to quality health care for children and their parents in low and moderate-income families through Medicaid, the Children's Health Insurance Program, and private health insurance coverage.
- 2) Assisting families on welfare, formerly on welfare, or in danger of needing welfare, in becoming or remaining self-sufficient, by improving access to child support enforcement, quality childcare, higher education, training, transportation, treatment of substance abuse, Food Stamps, the Earned Income Tax Credit and other tax benefits, Medicaid, affordable housing, and other supportive services.
- 3) Improving health care and income support for the disabled and elderly poor, with a focus on issues involving Social Security, SSI, Medicaid, Medicare, and on improving mental health services, care in nursing and rest homes, access to community-based care, services to the HIV-positive population, and managed care.
- 4) Working closely with Charlotte Center for Legal Advocacy's Immigrant Justice Project to address the above issues as they impact the immigrant population in this region, including addressing language barriers and other barriers which particularly limit access of immigrants, non-English speaking citizens, and their children to public services and health care.

Program representation is designed both to obtain specific relief for the individuals and families who contact the program for assistance, and also to utilize systemic advocacy strategies to change the rules, procedures, and practices of federal and state agencies to ensure access to health care and public services for all affected persons. Measured outcomes will show the number of persons assisted and the dollar value of benefits or services obtained.