



# ENROLLMENT SPECIALIST (Navigator)

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Supervised by:	Chief Administrative Officer
Location:	Sioux Falls, SD
Status:	Hours: As Needed
Salary:	Starting at \$22/hour

## SDUIH Overview:

The South Dakota Urban Indian Health, Inc. (SDUIH) is a non-profit corporation that consists of two full-time primary care clinics. SDUIH is a comprehensive patient-focused health care organization. SDUIH corporate headquarters is located in Pierre and the agency reports to the Indian Health Service (IHS) in Aberdeen.

When you join our team at SDUIH, you're joining our Tiwahe (family). We believe that through equitable pay, flexibility, and centering employee wellness, we're creating systemic change that benefits everyone, especially our patients. Working with our medical, behavioral health, and cultural health teams, you'll improve the health and wellness of our patients and positively impact the health of our community. SUIH is celebrating 45 years of care to our Native American Community.

## Position Summary:

The Enrollment Specialist (Navigator) will educate and assist patients and community members on their potential eligibility for, and how to enroll in assistance and insurance programs. The Navigator is responsible for assisting consumers to enroll in Qualified Health Plans (QHP) under the Affordable Care Act (ACA). Providing fair, impartial and accurate information which will help consumers to make informed decision during the health plan selection process. Planning preparing and developing various aids for a cognitive experience facilitating allphaces on in-kind collection. This position is responsible to attend trainings, peer networking opportunities and program meetings as assigned and support the program organization as needed.

## Duties and Responsibilities:

Assist consumers with:

- health literacy, and the health coverage application process
  - reviewing of eligibility determinations for enrollment in health coverage
  - understanding insurance plans options on the Marketplace and assist in the final enrollment of health coverage for individuals or families
  - on-going renewals or adjustments of health coverage eligibility and enrollment
  - completing of exemption and appeal processes
- Provide on-going assistance and education to consumers as needed

- Communicate and answer questions with staff and patients efficiently and professionally either in-person, over the phone or electronically
- Present a professional image to persons who have diverse interests and ideas
- Develop effective collaborative networks of all interested businesses, governmental agencies, non-profit agencies, and volunteer participants in order to enhance operational effectiveness
- Accurate and timely documentation and reporting of enrollment outcomes

## Skills:

- Strong communication and problem-solving skills
- Knowledgeable of the rules and regulations for various assistance and insurance programs in order to educate and enroll patients and community member
- Must have exceptional attention to detail and strong organizational skills to make decisions in accordance with established policies and regulations
- Ability to clearly define priorities, coordinate activities and work independently and as part of a team
- Maintain positive and cooperative working relations with a variety of individuals and groups from diverse backgrounds and exhibit cultural sensitivity
- Ability to respond appropriately and professionally to staff and members of the public, in person and on the phone
- Demonstrate passion for customer service ethics and high expectations for quality
- Develop a thorough understanding of confidentiality policies regarding consumer rights and to maintain this with all integrity throughout day-to-day activities
- Comply with Federally-facilitated Exchange (FFE) privacy and security standards and to use computers, including laptops or tablets, in accordance with those standards and ensure privacy and security of consumer personally identifiable information (PII)
- Must be computer proficient, working knowledge of Word, Excel, PowerPoint, Outlook, and Internet Explorer
- Ability to gather, interpret and report information and conduct relevant research when necessary

## Qualifications:

- Previous experience assisting consumers with federal, state or local programs to determine eligibility is preferred
- Previous experience with Electronic Medical Records and/or scheduling & scanning documents preferred
- Associate Degree in Business, Medical, Communications, Finance/Accounting or related field - Bachelor's Degree preferred

## How to apply:

Interested individual should email their resume and completed application to [carmen.rodriguez@sduih.org](mailto:carmen.rodriguez@sduih.org) applications can be found at <https://sduih.org/careers/>.

**INDIAN PREFERENCE** In accordance to IHS policy and Federal guidelines, preference will be given to qualified Indian applicants in accordance to Section 703 (i) of the Title VII of the Civil Rights Act of 1964. SDUIH is an Equal Opportunity Employer. Must be able to provide Indian Preference documentation if claimed

SDUIH the right to amend this job description as operational needs dictate. SDUIH is an at-will employer.

I have read the above job description, and understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodations. I have discussed any questions I may have about this job description prior to signing the form.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_