

Public Interest Fellowship Program Fellowship Job Description

We are hiring for:

Summer 2020

☐

Yearlong: 2020-2021

☒

Organization name + abbreviation: Colorado Consumer Health Initiative

Organization city: Denver, Colorado

Website URL: cohealthinitiative.org

Contact name: Cynthia Wadle

Contact Pronouns: She, Her, Hers

Contact email: cwadle@cohealthinitiative.org

Contact phone: 303-839-1261

Fellowship Overview

Fellow's job title: Consumer Assistance Program Fellow

Fellow's supervisor + title: Stephanie Arenales, Consumer Assistance Program Manager

Job
 Overview:

Support and empower consumers who are struggling with private health insurance issues and costly medical bills that threaten their financial security.

Primary
 Job
 Duties:

- Assist consumers with health insurance, medical billing and claims issues including providing guidance with appeals, complaints, and financial assistance applications.
- Accurately collect client data and document case information
- Identify consumers stories to support CCHI legislative priorities
- Attend conferences and table at outreach events
- Maintain partner relationships and support marketing efforts

Required qualifications/skills:

- Comfortable working independently and/or as part of a team
- Interest in economic/social justice issues
- Excellent communication, interpersonal, and customer service skills
- Critical thinking
- Ability and willingness to advocate on behalf of clients
- Well-organized and detail-oriented
- Computer literate
- Persistence, patience, and a good sense of humor

Preferred qualifications/skills:

- Bi-lingual Spanish/English
- Social media posts
- Website management
- Graphic design



Fellowship Details

In addition to the \$31,500 (year) or \$4,800 (summer), our fellow will receive the following benefits:

\$114 per month or \$1,368 /year. We also offer for Fellows to attend seminars and conferences related to their CCHI work, or based on their personal interest (Amt to be determined up to \$400)

A typical week as a PIFP fellow in our office will look something like this:

The CCHI Consumer Assistance Program Fellow will answer phone calls and emails as well as meet in person with clients who are struggling with private health insurance issues and costly medical bills that threaten their financial security. They will assist consumers with medical billing and claims issues including providing guidance with appeals, complaints, and financial assistance applications. They will collect client data and document case information, identify consumer stories to support legislative and advocacy efforts, develop and maintain relationships with partner agencies, research and produce training materials and desk aids. They will support marketing efforts including tabling at events and posting on social media.

This is our mission statement:

CCHI advances the consumer voice to improve access to health care for all Coloradans by working statewide for progress toward equity, access, affordability. The Colorado Consumer Health Initiative (CCHI) is a nonprofit, consumer-oriented, membership-based health advocacy organization that serves Coloradans whose access to health care and financial security are compromised by structural barriers, affordability or unfair business practices.

Here's our advice for those who apply:

We are an organization of passionate individuals. We have a "get your work done" attitude and need for staff to in the office during normal work hours of 8 - 5pm, and be able to get to occasional special events outside of workhours in the greater Denver Area. Our CAP program is new although it has already served over 400 people and saved over \$1.2 million in medical bills and prescription drug costs.

Supplemental question (answer in the "supplemental question" section of the PIFP application):

Have you had any experience that gives you insight into the kind of work we do, or why do you think you would be a good fit for this position?

Additional Information:

One of the best things about working at CCHI is supporting clients not only to advocate for themselves, but for all Coloradans.

Email application + materials to PIFP Director, Cari Hanrahan at chanrahan@coloradocollege.edu by 11:59 pm 11/1/2019.



**COLORADO
COLLEGE**