

2022-2023 Yearlong Fellowship Job Description

Organization:	Colorado Consumer Health Initiative
Organization City/Primary Work Location:	Denver
Website URL:	cohealthinitiative.org

Organization Mission Statement (and any other relevant information you feel would be helpful to understanding the organization):

OUR MISSION

CCHI advances the consumer voice to improve access to health care for all Coloradans by working statewide for progress toward equity, affordability, and quality.

OUR VISION

All Coloradans have equitable access to affordable, high-quality health care.

WHO WE ARE

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, poor benefits, or unfair business practices of the health care industry.

CORE VALUES

Collaboration

As a membership-based organization committed to authentically representing consumer interests, we work together with a variety of consumer and advocacy organizations and individuals around the state to identify issues in the health care system and strategies for improvements. We find better solutions and can achieve better results when we can lift up many voices and leverage our own strengths, as well as those of our partners towards changes that meet the needs of Colorado communities.

Equity

We are committed to working closely with communities facing structural barriers to health care in order to identify the root causes of inequity and to develop and support policies that will most effectively promote health equity.

Leadership

As an organization we step in to lead the charge and tackle a variety of health policy issues that impact Colorado communities. We activate members of the community to become consumer health leaders, as they are the experts on their own experiences with the health care system. By centering consumers and the issues they bring forward, we can better inform and influence public policy changes. We cultivate policymaker champions with an interest in health care and consumer protection and connect them

with consumer health leaders so they can use their power and influence to bring about positive and effective change.

Integrity

We champion issues that are important and valuable for Colorado consumers. We are authentic and reliable when representing CCHI and consumer interests, and build effective partnerships. We make earnest contributions when we engage on an issue and in coalitions, and strive for the highest level of credibility in our work.

Fellowship Overview

Fellowship Overview:

Consumer Assistance Program (CAP) Fellow

Supports consumers who are struggling with private health insurance issues, costly medical bills and unaffordable prescription drug costs that threaten their financial security.

This position will be:

Hybrid- must be able to come to the office

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

CAP Fellow:

The CCHI Consumer Assistance Program (CAP) Fellow will answer phone calls and emails from 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 help individuals who cannot afford their prescription drugs to find financial assistance programs. 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. They will have a weekly check in meeting with the supervisor and attend the weekly CAP team meeting.

What support or professional development can the fellow expect from their supervisor, the team/staff, or the organization?

This work can be intense and our staff promotes self care and mutual support. We do weekly check-ins with supervisors and the team, but also have a no wrong door policy where every employee is able to ask questions of any employee. CCHI is committed to being a learning community to grow and do our best work for the community. We will also be hosting two fellows, so there will be collaborative training & work opportunities.

Additional benefits offered to the fellow:

CCHI offers a free RTD ECO Pass, valued at \$540/year, and a cell phone stipend at \$600/year. CCHI also pays 100% Health Dental, Vision, Accident, Death and Dismemberment, Long and Short term Disability Insurance and generous Paid Time Off.

Fellowship Details

Primary Responsibilities:

Consumer Assistance Program (CAP) Fellow

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

Through this fellowship, you will build capacity in our organization by:

The Consumer Assistance Program (CAP) fellow will assist clients experiencing difficulties navigating health insurance, understanding and negotiating their medical bills, and find prescription assistance programs. The Fellow will streamline and record best practices for helping consumers, gather client stories, attend partner meetings and write social media posts.

The ways in which you will contribute to societal systemic change during this fellowship:

For the CAP Fellow: the Consumer Assistance Program (CAP) not only helps people facing barriers with health insurance and struggling to pay medical bills and prescriptions, but the collective issues from the program help to shape CCHI's legislative priorities for more transparency, affordability, and equity in health care and prevent financial insecurity.

If applicable: You might also engage in direct service and impact your community in the following ways.

The "CAP" Fellow will directly assist consumers with medical bills and affording prescription drugs by providing guidance with appeals, complaints, and hospital assistance applications. He or she will collect client data, maintain partner relationships, develop assistance tools, research issues, and market the program.

Required qualifications/skills:

CAP Fellow:

- 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:

CAP Fellow:

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

What skills/competencies will fellow learn/enhance during this experience?

The CCHI CAP fellow will learn to communicate with clients within confidentiality regulations, learn about barriers and client issues and how to prioritize needs, find resources and assist. He or she will learn persistence, patience and to have a sense of humor as many of the client cases are difficult and take time, but we celebrate successes!

Advice and Application Follow-up

Our advice for those who apply:

CAP Fellow: CCHI has a small, passionate staff continually striving for health equity, access and affordability. It may take time to get up to speed with health policy, issues, acronyms, resources and database systems. CCHI offers opportunities to interact with the other CCHI teams: policy, strategic engagement, and field work, and learning how the teams work together. The fellowship is a combination of working independently and on teams. Our CAP program was founded June 2018, but has already served more than 1,583 Coloradans saving them over \$4.2 million in medical bills and prescription drug costs. This position requires excellent communication, research, patience, and time management.

Additional information applicants should know about the organization and/or this position:

CAP Fellow: We are a small organization so many of our staff wear "multiple hats". This can be an opportunity for a variety of tasks making the position interesting. The incoming PIFP will have many opportunities such as attending a committee hearing at the state capitol, and drafting social media posts. Our program has organized a cohort of other organizations doing similar work which will open up opportunities for partnering and networking.

Supplemental question to be answered in your application if interested in this fellowship:

CAP Fellow: Have you had an 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?