

## Fellowship Job Description

**Organization name** (and applicable abbreviations): Colorado Consumer Health Initiative

**Organization City** (primary work location): **Denver (Remote option with occasional required in person meetings)**

**Website URL:** [cohealthinitiative.org](http://cohealthinitiative.org)

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

**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.

**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.

**VISION:** All Coloradans have equitable access to affordable, high-quality healthcare.

**CORE VALUES:** Collaboration, Equity, Leadership, and Integrity

**Anti-Discrimination Statement/Policy:** The Colorado Consumer Health Initiative is dedicated to the principles of equal employment opportunity in any term, condition or privilege of employment. CCHI does not discriminate based on race, disability, color, creed, religion, sex, sexual orientation, marital status, gender expression, age, national origin, ancestry, citizenship, veteran status, or any other protected classification in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other terms and conditions of employment. Opportunity is provided to all employees and applicants based on qualifications and job requirements. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers, selection of vendors, and provision of services.

**Supervisor Name:** Melissa Duncan

**Supervisor Title:** Consumer Assistance Program Supervisor

## Fellowship Overview

**Will this be a Summer or Yearlong Fellowship?** Yearlong Fellowship

**Job Title:** Health Insurance Advocacy PIFP

**Job/Role Overview:** The Health Insurance Advocacy PIFP will primarily assist Colorado Consumers who need help with medical billing and insurance claim problems

**Primary Responsibilities/Job Duties:**

- Support and empower consumers who are struggling with private health insurance issues and costly medical bills that threaten their financial security
- Assist consumers with 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 and advocacy efforts
- Develop and maintain relationships with partner agencies
- Research and produce training materials and desk aids

**Duration of Fellowship** (number of weeks): 52 weeks

**Average hours per week:** 40

**Describe the on-site vs. remote expectations of this position** (if hybrid, please include percentage of in-person/remote): We offer an office, remote or hybrid option. Our office is in downtown Denver in an open collaborative workspace with over 40 other nonprofit organizations. There are occasional required in person meetings in the Denver area, and it is required that all staff live in Colorado.

**Are there any specific expectations regarding remote work of which the fellow should be aware** (e.g., fellow will need their own computer when working from home, fellow is expected to live in the primary city the organization is based in)? CCHI provides a MacBook, portable monitor, keyboard, mouse and any other necessary equipment for working at the office or remotely.

**Describe what a typical week as a PIFP fellow in your office might look like:** The CCHI Health Insurance 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 their supervisor and attend the weekly CAP team meeting.

**Pay per hour: \$21.63**

**Additional benefits offered to the fellow:**

Kaiser Permanent 100% CCHI Paid Gold Colorado Option Plan

Delta Dental 100% Paid

Humana 100% Paid

Sunlife LTC/STC AD&D 100% paid

RTD Eco Pass

\$75 Cell Phone Stipend

Every other Friday off in the summer

3 weeks accrued vacation (unused paid out at termination)

2 weeks Paid Sick Leave

2 Floating Holiday/2 Personal Days (Renews at Jan 1, so PIFP's get 4 days each in 1<sup>st</sup> year)

Paid holidays

Closed office between Christmas and New Year  
Option to work from home except for occasional in person meetings and events  
Open collaborative office workspace with over 40 other nonprofit organizations  
At the office: State of the Art Gym, bike barn, and paid parking  
Staff development budgets

## The Fellowship Experience

**Through this role, the fellow will build capacity in this organization by:** Learning about the policies and resources that can be offered to help clients, taking phone calls and answering emails to provide direct assistance to someone struggling with medical bills or prescription drug costs. The fellow will help develop education materials that can be sent to clients or placed on CCHI's website.

**The fellow will contribute to societal systemic change during this fellowship by:** As an integrated member of the CAP team, the fellow will work with clients to mitigate the impact of high-cost medical care thereby promoting financial stability. The fellow will also inform discussions regarding legislative and regulatory change as they help identify issues that CCHI will address through their work with CAP clients.

**The fellow may also engage in direct service and impact the community in the following ways:** By assisting clients struggling with private health insurance issues and costly medical bills that threaten their financial security, the fellow will help the community to thrive by not having individuals who have to choose between paying a medical bill, or buying food or paying rent, or getting sent to collections. The fellow can help clients find assistance programs to cut the cost of their prescriptions, so they don't have to skip doses or cut pills in half. These strategies help support a healthy thriving community.

**Please provide specific examples about how the fellow might enhance their career readiness during this fellowship in the 2-3 most relevant areas:**

1. Communication with their coworkers as well as the clients is critical. CCHI provides email templates and desk resources to assist with developing effective communication, and we are constantly improving how we communicate using a broad range of communications styles with different audiences.
2. Critical thinking is required for helping solve client issues they haven't been able to solve themselves by finding creative resource and policy solutions when multiple barriers present themselves. The fellow will need to analyze a client's case, decide how to go about helping them and developing workable solutions.
3. Equity and Inclusion: We strive for all work at CCHI to be done through an equity lens and work with a consultant to provide coaching and training. CCHI fellows can hone the skills required to equitably engage and include people from all identities and cultures.

**What support or professional development can the fellow expect from their supervisor, other staff, or the organization?** The fellow will receive one on one training with their supervisor, coworkers and volunteers, access to resource tools, collaboration opportunities with other staff and partner organizations as well as project management training and other development opportunities identified by the fellow and their supervisor.

## Qualifications and Expectations

### **Required qualifications/skills/expectations:**

- Ability and willingness to advocate on behalf of clients
- Committed to social justice and being a voice for equity
- Intermediate to advanced computer skills: Windows, Google Workplace word processing, spreadsheet applications, and PowerPoint presentations, database and internet-based applications
- Ability to recognize cultural, language and learning differences and translate complex jargon into plain language
- Demonstrated ability to handle multi-faceted tasks and changing priorities
- Ability to work remotely with monthly in-office meetings
- Excellent communication, interpersonal and customer service skills
- Well-organized and detail-oriented

### **Preferred qualifications/skills/expectations:**

- Bi-lingual Spanish/English
- Knowledge of health coverage and financial assistance
- Experienced in resource navigation

### **Advice for applicants considering this fellowship:**

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, resources, database systems and acronyms. CCHI offers a lot of opportunity to set your own goals and work on projects that you and your supervisor agree will support CCHI's mission. The fellowship is a combination of working independently and meeting with clients and the staff. This position requires excellent communication, documentation and time management skills. Our work can be very frustrating at times and requires someone who is passionate about helping other people and curious about the resources and policies that can be offered to help solve issues.

### **Applicants interested in this fellowship should answer the following supplemental question on their interest form:**

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?