

## Health Benefit Exchange Navigator

### Qualifications

1. Minimum of a Bachelor's Degree in health, human services or related field.
2. Extensive knowledge of different disabling conditions.
3. Extensive knowledge of disability related laws such as Americans with Disabilities Act, Rehabilitation Act of 1973, as amended, Individuals with Disabilities Education Act, etc.
4. Experience working with individuals with disabilities or personal experience with a disability.
5. Knowledge of Medicaid, Family Health Plus, Child Health Plus
6. Ability to effectively work with variety of diverse individuals and effectively manage multiple tasks.
7. Strong interpersonal, communication, organization, writing and computer skills.
8. Ability to manage a complex workload in varied work environments.
9. Willingness and ability to travel to program sites and to work some evenings and weekends.
10. Self-starter with the ability to organize, coordinate, prioritize, and complete a variety of tasks in a timely, efficient manner with minimal assistance.

### Responsibilities

1. Must know, understand and promote the Independent Living Philosophy.
2. Provide in-person assistance to individuals applying for health insurance coverage through the NY Health Benefits Exchange (NYHBE) at the time of initial application and at annual renewal.
3. Educate potential enrollees about the NYHBE and the types of insurance programs offered.
4. Facilitate selection of a Qualified Health Plan in the NYHBE, or when appropriate an, Insurance Affordability Program.
5. Provide information and assistance to small businesses that provide health insurance to their employees through the SHOP.

6. Conduct public education activities to raise awareness about the Health Benefits Exchange including outreach to small businesses.
7. Maintain an expertise in eligibility, enrollment and program specification for various insurance programs available through the NYHBE.
8. Provide information in a fair and impartial manner which is culturally and linguistically appropriate, and disability accessible, for populations served under the exchange, including those with limited English proficiency.
9. Assist potential enrollees with grievances, complaints or questions regarding their health coverage or a determination related to their coverage
10. Keeps accurate written records and statistics of services provided and complete necessary reports as directed and in a timely manner.
11. Actively participate on at least one committee, as assigned.
12. Provide speaker services as requested.
13. All other duties as assigned by the executive director.