



## **Community Health Advocate Job Description**

**Title: Community Health Advocate (CHA)**

**Location Newburgh, NY**

**Classification: Full time – non-exempt**

**Summary of Role:** Community Health Advocates (CHA) helps New Yorkers navigate the complex health care system by providing individual assistance, outreach, and education to communities throughout New York State. CHA is an "all-payer" program, providing one-stop services to consumers with public or private coverage, or no coverage at all. CHA helps consumers find and navigate health coverage or access low-cost or free care, solve billing issues, understand health care reform and their health care rights, and so much more.

**Duties:**

- Attend on-line or in-person CHA training.
- Attend monthly CHA meetings.
- Support monthly reports.
- Attend CHA and other Advocacy Campaigns.
- Assisting consumers with accessing care (e.g. finding providers after initial enrollment, obtaining prior authorization).
- Assisting consumers to get coverage or additional coverage outside the Marketplace (e.g. Medicare, MSPs, EPIC, Medicaid Spend down).
- Assist consumers with switching primary care providers.
- Finding consumers a specialist within plan.
- Understand and access consumer COBRA rights.
- Getting consumers an exemption from Medicaid Managed Care.
- Getting consumer exclusion from Medicaid Managed Care.
- Inform or assist consumers on charity care, sliding scale clinics, prescription assistance (even in cases when a Marketplace application is pending).
- Assisting with bills, other than simply submitting bills for a Marketplace application.
- Helping consumers resolve plan issues, like rate increases or billing.
- Helping consumer understand their rights and responsibilities under the ACA.
- Informing consumers about their appeal rights.
- Provides customer services to health consumers who have questions or concerns about their eligibility for health insurance coverage, health insurance tax forms, how to access health care through a health plan, how to appeal a denial of coverage or care, how to access low-cost or free care.
- Assimilate and communicate information about consumers rights in the health care system to consumers.
- Ensure timely responses for consumer cases requiring callbacks and follow up.

**Qualifications:**

- Associate's degree or 3 years' equivalent experience.
- Familiar with Affordable Care Act requirements.
- Valid NYS Driver's License.
- Reliable personal transportation to travel throughout 5 counties
- Bilingual English/Spanish depending on population need.
- Ability to lift 20 pounds.
- Ability to multitask and pivot between priorities as needed.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

**This position requires in person/hybrid services.**