



JOB POSTING

Position title: ACA Navigator I

ACA Navigator I will execute outreach and education campaigns, conduct eligibility screenings, provide facilitated enrollment services, and execute hand-offs between relevant entities. Travel is required. The ACA Navigator I must be available to work a flexible schedule which may occasionally include weekends and/or evenings.

Duties and Responsibilities

- Complete Federal Navigator training course and pass Navigator certification exam. Comply with all continuing education and recertification requirements.
- Provide courteous, professional, and confidential assistance to all consumers seeking health benefits.
- Conduct marketing and outreach within local communities about health insurance options.
- Work independently, traveling throughout designated service area and providing services in various locations as needed.
- Handle sensitive and personal information with an understanding and respect for consumer confidentiality.
- Ensure that follow-up is completed to capture consumer referrals and outcomes.
- Provide assistance and input, creating various materials for the Navigator Program.
- Assess, identify, and evaluate needs of consumers who call or attend events to determine eligibility. Assist those who are eligible, refer others as appropriate.
- Determine if consumers are potentially eligible for TennCare, CoverKids or Marketplace plans and assist consumers in applying for such programs as appropriate.
- Identify and refer consumers not eligible for health insurance to the F&CS Health Assist program, or those with Medicare to SHIP.
- Provide follow up as needed to successfully complete the enrollment process for TennCare, CoverKids and Marketplace plans.
- Assess consumers' needs, facilitate problem-solving with consumers, and make accurate referrals to appropriate community agencies, programs, and services.
- Attend training and briefings on TennCare, CoverKids and Marketplace coverage; and fulfill annual continuing education requirements for state renewal each year.
- Maintain documentation of consumers in a clear, precise, and timely manner.
- Reach out to those in the Community for outreach efforts, project marketing and special presentations as needed.
- Meet outreach, education, enrollment assistance, and enrollment goals as outlined.
- Keep calendars up to date with outreach and enrollment events, as well as education presentations.
- Regular attendance during office hours and reliable transportation required.
- Responsible for all other duties assigned.

Requirements: This position requires a bachelor's degree in social services or a health care field from an accredited college or university

Salary: \$48,000

Submit resume to: hrdept@fcsnashville.org

EOE M/F/D/V