

JOB DESCRIPTION

Functional Position Title: MNsured Navigator

Reports to (position): Supervisor, MNsure Navigators

Job Category Non-Exempt

Job Level Developing/Career

Purpose of this Job: Briefly summarize the general function of this position.

The MNsure Navigator brings knowledge of Minnesota Health Care Programs to serve diverse communities. Assist customers in obtaining and maintaining health care coverage, provide guidance in understanding how coverage and other County/State provided resources work, as well as guidance to ensure customers are accessing the services they require. This position is hybrid remote in Twin Cities Metro Area and may represent the organization at community events and partner enrollment locations.

Essential Job Duties (job duties that are necessary to the position)

The MNsure Navigator assists customers enroll into MNsure's three basic programs: the Exchange (marketplace), MinnesotaCare, and Medical Assistance. The MNsure Navigator must determine which program best fits the customer's needs by interviewing and obtaining a clear picture of his/her (family) situation and then determining available health coverage options. Next, the MNsure Navigator needs to be able to communicate this information in a clear, respectful, and patient manner. The MNsure Navigator acts with advocacy to see the customer's application through to enrollment and refers the customer to community services that support the customer's overall well-being.

Duties include:

- Assist customers with enrollment into health program:
 - Obtain information about the customer to help direct them to the health plan that meets their particular need
 - Provide eligibility screening and personalized guidance on available health coverage programs (on exchange or state programs)
 - Assist the customer with completing the application for the appropriate health coverage program
 - Track, follow up and advocate on behalf of the customer until eligibility is determined
 - Protect customer confidential data and documentation
- Complete annual MNsure certification to become a certified MNsure Navigator
- Responsible for staying current on MNsure policies, Affordable Care Act (ACA) rules, upcoming changes, and effect the political process has on the current programs
- Represent Portico at outreach and enrollment events in the community, and may occasionally work at off-site locations
- Gain understanding of the culture and values of the customers being served, demonstrate respect and sensitivity to customers from diverse backgrounds
- Case coordinate with other providers and government agencies.
- Inform customers of available community resources and provide referrals
- Facilitate continuity of care by providing customer follow-up to ensure proper health plan enrollments and to provide additional assistance as required
- Performs other duties as assigned

Special Skills Required to Perform in the Job

- **Communication** – must be clear and concise and can quickly form relationships with others in a variety of situations.
- **Patience** – must have the capacity to accept or tolerate delay or challenges without getting angry or upset.
- **Action Oriented** – committed and motivated to succeed and meet objectives. Has persistence and energy when required to meet and exceed objectives.
- **Self-Directed** – Does not need to be told what to do next – always looks for ways to improve and better any work situation.

Special Skills Required to Perform in the Job

- **Adaptability** – can easily adapt to changing situations.
- **Organizational Agility** – is knowledgeable about how organizations work, knows how to get things done through formal channels and the informal network. Understand the origin and reasoning behind key policies, practices, and procedures. Understand the culture of organizations.
- **Organizing** – can marshal resources to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently. Arranges information and files in a useful manner.
- **Problem Solving** – ability to analyze, distill and solve practical problems, generate new ideas and make sound judgements on complex situations.
- **Environment** – understands the different cultures represented by Portico’s customers and can interact effectively.

Requirements

Education (minimum education level):	Associates/Bachelor’s Degree or equivalent education and experience. Interest in a career in social services or similar field.
Experience Level (experience required to perform job functions at a fully competent level):	Two (2) years of experience working in a social services environment or one (1) year of successful experience with Minnesota Health Care Programs eligibility screening and enrollment, working with the diverse communities that Portico serves. Active MNsure Navigator certification preferred.
Essential knowledge, skills, and abilities (the specific competencies for the position):	<ul style="list-style-type: none"> • Understanding of insurance plans offered by the MNsure (carrier, network, plan design) - or ability to quickly understand the insurance process • Knowledge about public health programs strongly preferred • Proficiency using Microsoft Office (Word, Excel, Outlook) • Accuracy in data entry and familiarity with databases in general • Complete annual MNsure certification to maintain Navigator certification • Proficient using organization’s data tracking system • Experience working with diverse populations • Bilingual preferred • Valid driver’s license and reliable transportation preferred • Ability to meet quality and productivity expectations • Must be a successful multi-tasker with strong attention to detail, time management and follow-through • Must be a self-starter and need only moderate direction
Physical demands of the position:	Must be able to operate in a general office environment
Amount of Supervision Required:	Requires little to no direction on daily work. New and complex tasks require direction. Needs occasional guidance on prioritizing/managing workload. Supervisor may remove roadblocks allowing employee to perform his/her job.