



Of South Central New York,

457 State Street

Binghamton, NY 13901

Phone: 607-772-0517 / 800-231-0744

Fax: 607-772-0468

EMPLOYER: Mothers & Babies Perinatal Network

JOB TITLE: IPA/Navigator

IMMEDIATE SUPERVISOR: Health Insurance Program Director

Responsibilities: The IPA/Navigator is a position within the Navigator program of M&BPN. The position entails collaborating with individuals and small business seeking to enroll in any of the NYS public health insurance programs through NYSOH. Navigators work closely together as a team led by the Director of Health Insurance Programs in collaboration with other M&BPN program teams to promote all Network services.

Responsibilities will include, but not limited to:

Initial: Complete required trainings as an IPA/Navigator for the NYS Health Benefit Exchange to attain NYS Certification; On-going: maintain up-to-date knowledge of all program changes and enhancements, attend trainings, webinars, etc., as required to maintain competence in the areas of current regulations and guidelines, eligibility, enrollment, and program specification.

Assist consumers (individuals and small businesses) with preparation of electronic applications to establish eligibility, plan selection, and enrolling in coverage through the NYSOH Portal; process will also require client education and advisement on the various insurance affordability options including Medicaid, Child Health Plus, Essential plans, and 4 metal levels of Qualify Health Plans.

Ensure timely and quality facilitation of application assistance.

Conduct necessarily follow up work with clients to ensure application completion.

Maintain confidentiality standards as required by HIPPA and NYS Dept of Health.

Conduct-as directed-outreach and education to raise awareness and promote the availability of the program and to engage individuals and small businesses in the application process.

Participate in special community events-as assigned-to promote program access to uninsured individuals and small business owners.

Maintain a complete supply of all program materials and have available at all out-station sites.

Broome • Chenango • Cortland • Delaware • Otsego • Tioga • Tompkins

Conduct phone pre-screening of individuals and small businesses prior to application appointment.

Assist with internal program support including filing, Awards data entry, copying and mail preparation and other duties as required for success of the program.

Refer consumers as appropriate to health insurance ombudsman for consumer assistance when necessary.

Be knowledgeable of all M&BPN programs as well as general community services for individuals in order to inform and refer consumers as appropriate.

Qualifications:

Required Knowledge, Skills, and Abilities:

- A demonstrated ability to work productively and efficiently.
- Organizational skills that result in consistent, high-quality performance.
- Excellent verbal and written communication skills.
- Proficiency with desktop computer and standard programs.
- Interest in health, rural communities, and/or social justice issues.
- Awareness of and dedication to the importance of good customer service experiences. Pleasant telephone demeanor/technique.
- Must have the ability to provide information/assistance in a fair, accurate and impartial manner, which is culturally and linguistically appropriate to the needs of all clients, including individuals with limited English proficiency and those with disabilities.

Required Academic and Experience Qualifications:

Bachelor's Degree in education, health, human services a related field preferred; or Associate Degree with at least 2+ years related experience in the public health insurance field.

Other Requirements:

- Valid driver's license and availability of reliable transportation
- Ability to maintain a flexible working schedule that includes evenings and weekends
- Able to travel throughout 5 county area with use of personal vehicle
- Bilingual language capability is strongly preferred

THE POSITION OF IPA/NAVIGATOR IS FULL-TIME AND CLASSIFIED AS A NON-EXEMPT POSITION AND IS THEREFORE NOT EXCLUDED FROM THE PROVISIONS OF THE FAIR LABOR STANDARDS ACT.