

**SOUTHERN ARIZONA AIDS FOUNDATION**  
**INSURANCE PROGRAM ASSOCIATE**  
**JOB DESCRIPTION**

Scope of Work: The Insurance Program Associate processes enrollments, premiums, and claims, along with program and data support and duties related to SAAF's Medical Benefits Management Program for the State of Arizona. The position works in collaboration with statewide Ryan White funded partners, insurance companies, and the Arizona Department of Health Services Ryan White Office. The position may require statewide travel and flexible hours during the HealthCare.gov open enrollment period. This is a full-time (40 hrs/wk), non-exempt position.

**Functional Responsibilities:**

- Reviews medical claims and processes allowable claims for payment, based on established guidelines.
- Processes premium payments for eligible clients enrolled in ACA plans, with a focus on follow up with case managers and clients to ensure continued coverage for those clients who may have fallen out of care.
- Develops and maintains relationships with providers to ensure continuity of coverage and efficient payment processes.
- Manages client, insurance company, and medical provider contact regarding billing and payments.
- Enrolls eligible clients into insurance plans through HealthCare.gov.
- Participates in HealthCare.gov Open Enrollment activities in November and December. This may require overnight stays in Phoenix and/or rural Arizona, with travel and lodging expenses paid by SAAF.
- Provides program support for the Statewide Dental and the Health Insurance Premiums and Cost Sharing Assistance (HIPCSA) programs at SAAF.
- Ensures timely and accurate documentation of services in the above areas and data collection for compilation of reports related to those services.
- Serves as member of the Care Services team.
- Performs other duties as assigned.
- Reports to the Statewide Insurance Programs Coordinator.

**Minimum Qualifications:**

- Appropriate fingerprint clearance through the Arizona Department of Public Safety (paid for by SAAF).
- Must have access to reliable transportation with valid Arizona driver's license and clean driving record.
- Bachelor's degree and/or two years minimum administrative work in a social services, insurance, or customer service environment.
- Ability to obtain license from Arizona Department of Insurance to become a Certified Application Counselor (paid for by SAAF).
- Proficiency with Microsoft Office applications.
- Ability to demonstrate quick and accurate data entry skills.

**Preferred Qualifications:**

- Knowledge of medical terminology, medical benefits coordination, and insurance systems.
- Strong organizational skills, capable of problem solving and working independently.
- Excellent interpersonal skills; sensitivity to cultural and personal diversity.
- Effective oral and written communication skills.
- Experience with database applications.
- Knowledge of HIV/AIDS issues and current HIV/AIDS treatment protocols.
- Bilingual (English/Spanish).

**Compensation:** Minimum rate of \$16.20/hour; benefits include health, dental, and life insurance; long- and short-term disability insurance.

**To Apply:** Submit letter of interest, resume with dates of employment, and names, addresses, and phone numbers of three professional references to the Director of HR, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, e-mail to [hr@saaf.org](mailto:hr@saaf.org) or visit [www.saaf.org](http://www.saaf.org). Open until filled.

**Affirmative Action:** The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

People who use (or used to use) drugs, current or former sex workers, people of color, women, members of the LGBTQIA communities, those who have experienced housing insecurity, people who have received harm reduction services, and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.

**Start Date:** As soon as possible.