

SOUTHERN ARIZONA AIDS FOUNDATION
INSURANCE PROGRAM ASSOCIATE
TEMPORARY POSITION
JOB DESCRIPTION

Scope of Work: The Temporary Insurance Program Associate processes enrollments, premiums, and claims, along with program and data support and duties related to SAAF's Medical Benefits Management Program, Health Insurance Premium and Cost Sharing Assistance Program, and Statewide Dental Program for the State of Arizona during the HealthCare.gov open enrollment period. 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 requires significant client contact via telephone and/or video chat and/or email and/or mail. The position requires flexible hours during the HealthCare.gov open enrollment period. **This is a full-time (40 hrs/wk), non-exempt temporary position through mid-January, 2022.**

Functional Responsibilities:

- Contacts clients to schedule appointments, remind clients about appointments, and obtain follow-up documentation after enrollment has been completed.
- Reviews client documents uploaded into a statewide database to assist in vetting appropriateness of enrollment into HealthCare.gov insurance plans.
- Enrolls eligible clients into HealthCare.gov insurance plans (training and licensure provided by SAAF, the Arizona Department of Insurance, and HealthCare.gov)
- Enters insurance premium information into a statewide database.
- Assists with client, insurance company, and medical provider contact regarding billing and payments.
- Ensures timely and accurate documentation of services in the above areas and data collection for compilation of reports related to those services.
- Provides program back-up to the Statewide Dental and the Health Insurance Premiums and Cost Sharing Assistance Program.
- Serves as member of the Care Services team.
- Performs other duties as assigned.
- Reports to the Statewide Insurance Programs Manager.

Minimum Qualifications:

- Must be able to obtain licensure through the Arizona Department of Insurance (paid for by SAAF) as a Certified Application Counselor.
- Must have access to reliable transportation with valid Arizona driver's license and clean driving record.
- Proficiency with Microsoft Office applications.
- Ability to demonstrate quick and accurate data entry skills.

Preferred Qualifications:

- Licensed accident and health or sickness insurance producer OR Certified Application Counselor.
- Bachelor’s degree and/or two years minimum administrative work in a social services, insurance, or customer service environment.
- 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: Compensation \$17.09/hour; benefits include Paid Sick time and 401k retirement plan.

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, or email to hr@saaf.org, or visit www.saaf.org. Open until filled.

Affirmative Action: The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate based on 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: September 20th, 2021.