

# public citizens for children + youth

## Child Health Insurance Enroller & Community Liaison Bilingual Spanish and English

**Position Summary:** The Child Health Insurance Enroller & Community Liaison will conduct various forms of outreach to parents/caregivers in the Philadelphia region about child public health insurance (Medicaid and CHIP) and assist primarily Spanish-speaking parents/caregivers apply for coverage over the phone through PCCY's Child Health Watch Helpline. The Enroller will have primary responsibility for a new outreach and enrollment initiative targeted at kindergartners at designated schools and to immigrant communities in the Philadelphia region. PCCY has operated a Helpline for 25 years assisting the parents/caregivers of at least 300 children apply for Medicaid and CHIP every year over the phone, for free and in any language – as well as referring hundreds of additional parents/caregivers and child-serving professionals to health care services and resolving problems with insurance coverage.

### **Key Duties:**

#### **Outreach**

- Conduct community outreach to ultimately recruit parents/caregivers to utilize PCCY's Helpline to enroll their children in Medicaid or CHIP by:
  - Outreaching to families in the Philadelphia area, with an emphasis on Philadelphia, Bucks and Delaware counties, with children most likely to be uninsured or under-insured – particularly with children who live in immigrant families and kindergartners.
  - Focusing outreach activities with school nurses and kindergartner teachers in designated public, parochial and charter schools and organizations that work with immigrant families;
  - Executing outreach activities face to face (through attendance at school-based events, parent meetings, school personnel meetings and community meetings), over the phone, via email and social media posts with the targeted parents and organizations that work with them, and
  - Coordinating communications work with PCCY Communications Director

#### **Insurance Applications & Health Care Referrals**

- Explain benefits and eligibility standards for Medicaid and CHIP to parents/caregivers and determine appropriate insurance program for each child.
- Complete initial insurance applications and assist parents/caregivers complete renewal forms ensuring the inclusion of all necessary documentation.



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[pccy.org](http://pccy.org)

### **Insurance Applications & Health Care Referrals (cont)**

- Submit electronic applications to the state via COMPASS.
- Works with County Assistance Office and Medicaid and CHIP MCOs to ensure proper and complete application processing.
- Assists parents/caregivers who are denied benefits with the appeal process.
- Identify challenging/complicated client eligibility circumstances and help parents/caregivers resolve them.
- Refer parents/caregivers to health care providers such as dentists, eye doctors and therapists.
- Accurately and in a timely fashion, documents into PCCY's database: application and referral data; application status information and final determination.
- Compile, maintain and submit statistical reports as needed.
- Maintains client confidentiality.
- Other responsibilities as required.

### **Qualifications**

- Bilingual in English and Spanish
- Minimum high school degree required, college degree preferred in social work, public health or related fields
- Experience as a health insurance enroller or health care navigator and with community outreach experience preferred
- Excellent public speaking and presentation skills
- Highly organized with a demonstrated ability to prioritize and multi-task
- Skilled at Excel
- Strong problem-solving skills and capacity to navigate a variety of health and youth-serving agencies
- Flexibility, adaptability, can-and-will do attitude are essential

**Timeline:** June 2019 to April 2022

**Reports To:** Health Policy Director

**Apply: Resume and Cover Letter to:** [info@pccy.org](mailto:info@pccy.org)

**About PCCY:** Public Citizens for Children and Youth (PCCY) is a private nonprofit organization dedicated to improving the lives and chances of children within the Philadelphia region through thoughtful and informed advocacy. PCCY works to ensure that every child has the access to the fundamental building blocks for success, including consistent healthcare, a high-quality education, proper nutrition, and a dependable network to help them to learn and grow. PCCY's vision is to ensure that every child realizes their innate potential to become a healthy adult, productive citizen, and contributing member of society.

