

Health Program: Navigator Volunteer Job Description

Volunteer Requirements:

- Pass a background check
- Take and pass Navigator certification training provided by the Centers for Medicaid Services.
- Be prepared to recertify annually if applicable
- Attend on-going monthly trainings
- Have demonstrated ability and/or experience working with the public
- Possess strong computer skills and the ability to navigate the healthcare website
- Have internet access to regularly check email and be able to follow web links to schedule yourself using an on-line scheduling system and use on-line forms to submit information on a timely basis
- Be available to volunteer at least 2 hours a week during busy times
 - **Must be free from conflicts of interests, including payments and incentives from brokers, insurers, or insurance industry; must not accept, directly or indirectly, compensation from issuers related to enrollment in Qualified Health Plans or Non-Qualified Health Plans**
- Possess socio-economic and cultural sensitivity and interpersonal skills necessary to communicate with people who may be angry, upset, or ill
- Volunteers are expected to communicate their availability with the Health Program staff via www.SignUp.com and take responsibility for any appointments scheduled under their name

For Navigator Certification (if applicable):

- Meet with individuals (by phone if working remotely or in person when not remote) and facilitate plan selection based on the needs of the individual/family or the small business seeking health insurance coverage, assess tax implications, premium, and cost-sharing requirements, application submission, renewal, and disenrollment processes
- Help people understand how premium tax credits work and their potential financial impact
- Facilitate eligibility determinations for QHP, Medicaid, Health Choice, and premium tax subsidies
- Provide referrals to appropriate agencies, including the North Carolina Department of Insurance, for applicants and enrollees with grievances, complaints, questions, or need for other social services
 - Provide all information and services in a manner that is culturally and linguistically appropriate and ensure accessibility for individuals with disabilities



- Understand the following:
 - the needs of underserved and vulnerable populations.
 - Eligibility and enrollment rules and procedures.
 - the range of qualified health plan options and insurance affordability programs
 - Privacy and security standards
 - How to conduct education and outreach to uninsured individuals
- Report all information by completing paper or on-line forms and reporting outcomes in the companion form for appointment and data tracking.
- Share information regarding the Federally facilitated Marketplace, including:
 - Eligibility requirements for federal tax subsidies and cost-sharing reductions
 - Eligibility for Qualified Health Plans on the FFM, Medicaid, and North Carolina's Health Choice and how to enroll in qualified health plans, Medicaid, and Health Choice on the marketplace website and/or ePass

Description of Duties:

- Volunteers may work with individuals in one-on-one appointments at a Pisgah Legal Services office, satellite locations in Western North Carolina, or remotely by working on-line and by phone. Pisgah Legal Services may be able to provide equipment to take appointments remotely but access at home to a computer and internet connection is strongly encouraged.
- Volunteers may offer support in the PLS office, satellite locations, or remotely by working on-line and by phone for administrative support such as making phone calls, and scheduling consumer appointments.
- Volunteers may work 2-20 hours a week and can request their hours and placement of worksite according to their preferences and schedules depending on availability

