



JOB DESCRIPTION

JOB TITLE: PrEP/nPEP Navigator/Health Insurance Enrollment Specialist
DEPARTMENT: PrEPDAP
HOURS: 40 hours/week
DATE: February 22, 2024

SUMMARY OF ORGANIZATION:

Since 1989, Community Resource Initiative (CRI), has sponsored community-based research on HIV/AIDS and other infectious diseases. In addition to the research program, CRI operates the Infectious Disease Drug Assistance Program (IDDAP) under contract with the Massachusetts Department of Public Health and the Boston Public Health Commission. This program, funded by both federal and state dollars, is one of the most comprehensive programs of its kind in the country, and provides access to HIV-related medications to under- or uninsured clients through the HIV Drug Assistance Program (HDAP). The Comprehensive Health Insurance Initiative (CHII) also provides health insurance for individuals with HIV/AIDS who are otherwise unable to access coverage. HDAP and CHII serve as key programs within the larger umbrella of IDDAP programs. Additional components include coverage of the costs of tuberculosis drugs (TB Drug Assistance Program); an HIV prevention program, the Pre-exposure Prophylaxis Drug Assistance Program (PrEPDAP); and the non-occupational Post-Exposure Program (nPEP), designed to prevent HIV transmission through timely access to medications following potential exposure to HIV.

JOB SUMMARY:

The PrEPDAP/nPEP Navigator/Health Insurance Enrollment Specialist will assist with the PrEPDAP and nPEP programs providing ongoing client and provider support, assisting in health insurance enrollment, monitoring and trouble-shooting, participating in program outreach efforts, and supporting the department in a variety of organizational and clerical functions. The primary function would be to work with clients and partnering sites on helping clients access health insurance and therefore PrEP. The Specialist will assist our clients enroll in and maintain health insurance coverage and advise and train navigators and other staff about navigating insurance options available through the Massachusetts Health Connector and Medicare. Supporting clients to negotiate and access a confusing and complex health insurance system, this position makes a concrete difference in people's lives every day.

QUALIFICATIONS:

The ideal candidate will be an outgoing and self-motivated individual able to advocate for clients and help them through the enrollment process with patience and enthusiasm; who will work effectively and collaboratively with contracted vendors and other service providers; and who is able to interact respectfully and professionally with people of diverse cultural and socioeconomic backgrounds. We are looking for a detail-oriented, quick learner, and flexible team player with an interest in HIV prevention.

One-to-two years' experience in a non-profit organization, health policy/legal advocacy agency, or HIV-related agency preferred, as well as expertise in and knowledge of health insurance/health policy, including MassHealth and Medicare. Prior experience with direct client service and health insurance enrollment with the MA Health Connector is preferred. Certified Application Counselor (CAC) certification preferred. Candidates who are trained health insurance navigators or Certified Application Counselors a plus.

EDUCATION:

High school diploma or equivalent required; college degree preferred.

EXPERIENCE:

2-3 years' experience in non-profit agency, HIV-related organization, or health care setting preferred. Expertise in and/or knowledge of benefits/entitlement programs preferred, including public and private health insurance programs and SSI/SSDI; candidates with direct experience assisting clients in enrolling in MassHealth/Medicaid and MA Health Connector coverage will be favored. Familiarity with HIV prevention, health care settings, AIDS service organizations a plus.

SKILLS NEEDED/OTHER:

Strong organizational and communication skills, including excellent typing/data entry skills and telephone manner required. Ability to work independently and accurately in a fast-paced environment while handling multiple priorities. Detail-oriented, flexible, dependable, and creative. Ability to work with a diverse clientele, and to work both independently and as part of a team with a sense of enthusiasm. Working knowledge of Microsoft Office, Access. Spanish-, Portuguese-, and/or Haitian Creole-speaking a plus.

ACCOUNTABILITY:

This position reports to the Program Manager, HIV Biomedical Intervention Programs

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Screens, reviews, and processes incoming PrEPDAP applications, as needed.
- Corresponds with clients, navigators, case managers, pharmacists, and other providers in screening and reviewing applications and coordinating access to medications and health insurance on behalf of program enrollees.
- Provides guidance to navigators, case managers and clients about insurance eligibility and options, enrollment procedures, premium payment deadlines, and potential special enrollment periods.
- Communicates with and advocates for clients with various health care and insurance organizations, including MassHealth, the Massachusetts Health Connector, and private insurance providers.
- Presents information on health insurance and benefits programs to navigators, case managers, other providers, and consumer groups at HIV- and prevention related health care delivery sites and public meetings throughout Massachusetts
- Helps develop program materials for outreach, social media, other distribution
- Keeps up to date on changes in health insurance and benefits-related policies
- Triages and responds to PrEPDAP/nPEP telephone inquiries and conduct extensive phone follow-up with clients, case managers, pharmacists, and other health care providers.
- Inputs submitted PrEPDAP/nPEP application information into database

- Maintains tracking system for client work, tracks enrollment, gaps in insurance coverage, reasons for non-enrollment
- Works closely with clients who are uninsured and utilize our program for full-cost coverage
- Monitors monthly re-certifications and deactivations of active and inactive clients, conducts outreach as needed
- Participates in outreach efforts to health care sites and community-based organizations, including presentation of information on public and private health insurance and benefits programs to case managers, other providers, and consumer groups. Participation in occasional evening/weekend events possible.
- Assists in documentation of policies and protocols for integration into program SOPs.
- Assists with navigating clients from PEP to PrEP transitions, as needed
- Stays abreast of policy as related to HIV prevention
- Assists with other tasks, as necessary and as directed by Program Leadership.

To apply, please email a cover letter and resume to jobs@crihealth.org

Community Resource Initiative IS AN EQUAL OPPORTUNITY EMPLOYER: Community Resource Initiative is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, gender, religion, national origin, disability, veteran status, age, marital status, sexual orientation, gender identity, genetic information, or any other class protected by federal or state law (EEO/AA).

Community Resource Initiative is a mission-driven, non-profit public health organization. Our values aim to support social justice, racial equity, inclusion, diversity and public health efforts. Community Resource Initiative staff share a growth mindset and are committed to doing a better job of fighting structural racism and racial injustice within our organization, for the communities we serve, and in our lives. We support BIPOC, HIV and LGBTQ+ communities and are actively seeking to be better allies to individuals who are part of those communities, by creating equitable access to resources and services. One of the ways we are assessing and addressing our organizational impact on racial equity is by engaging with All Aces, Inc., a DEI Transformation company with self-learning courses and instructor guided workshops. All Aces' transformation framework has yielded many benefits for companies engaged in DEI work across various industries. At Community Resource Initiative this work is driven by the leadership of our DEI Task Force. Community Resource Initiative supports and stands with Black Lives Matter and recognizes Juneteenth and MLK Day as important holidays. We believe individuals and communities most impacted by HIV and other infectious diseases should lead this work. We highly encourage BIPOC, trans and gender diverse, queer, HIV positive, TB survivors, those in recovery, those with prevention experience, people with disabilities, people with sex work experience, and those with lived experience to apply.