

ST. LOUIS INTEGRATED HEALTH NETWORK POSITION DESCRIPTION

Position Title: Certified Application Counselor (CAC)

Position Purpose: Reporting to the CAC Manager, the Certified Application Counselor (CAC) will educate and assist consumers with enrollment into Medicaid and the Health Insurance Marketplace. The CAC will play an essential role in providing outreach, education, and improving community knowledge on the changes to Medicaid due to H.R. 1 and health insurance options. This position will be based in community and will actively seek out consumers through events throughout the St. Louis region that have questions about their health insurance, that are unclear of their insurance options, and that need assistance with applications, submitting documentation for work requirements, or Medicaid reverifications. The CAC will work with consumers both in-person and telephonically and will provide ongoing follow up and outreach and complete regular data entry.

Primary Responsibilities:

- Conduct public education activities to raise awareness about the changes to Medicaid due to H.R. 1 (work requirements and 6 month reverifications for the expansion population), as well as coverage options available under Medicaid, CHIP, and the Marketplace.
- Help individuals understand, apply, and access affordable insurance options.
- Provide information and assistance in a fair, accurate, and impartial manner.
- Provide information and assistance in a manner that is culturally and linguistically appropriate to diverse communities and accessible to individuals with disabilities.
- Provide referrals to any applicable office of health insurance consumer assistance or ombudsman established under Section 2793 of the PHS Act to address consumer grievances, complaints, or questions about their health plan, coverage, or a determination.
- Demonstrate the capacity to conduct “in reach” with IHN clients across our programs. The CAC is required to help any patient or resident seeking outreach and enrollment assistance.
- If the CAC does not have the capacity to adequately help an individual due to complexity or other barriers, the CAC will work in concert with Legal Services of Eastern Missouri to provide timely referrals.
- Collaborate with other partners in the region (e.g., health centers and providers) to ensure that outreach and enrollment assistance activities are coordinated with other local, regional, and/or state-wide outreach and enrollment assistance efforts.
- Provide approved teaching literature and educational materials to patients and their families.
- Attends meetings, seminars, and conferences as appropriate to ensure skills and knowledge remain current.

Qualifications and Requirements:

- Minimum associate’s degree in applicable field.
- Certified Application Counselor, Eligibility Specialist, or Assister experience preferred.
- Knowledge of Medicaid, managed care programs and social service agencies preferred.
- Proficiency of Microsoft programs with the ability to effectively communicate using Outlook.
- Experience with outreach and enrollment procedures.
- Good interpersonal and human relations skills are required. Must possess skills to empathize and care for a variety of patients, including low-income and diverse cultures and treat everyone with respect and dignity.
- Ability to prioritize work, use initiative and operate under tight deadlines.
- Strong analytical, interpersonal, communication, and organization skills.
- Ability to work remotely in a self-directed manner and without close supervision.
- Strong stress management, problem solving and case management skills.
- Community relationship and reach is evident.
- Ability to always maintain confidentiality, in all situations, and follow the laws and intent of the most current HIPAA laws and regulations as well as security and privacy policies.
- Above average computer skills to operate and/or learn application system.
- Ability to be physically active for long periods of time to ensure patient care and safety and have the ability to work well under pressure and present self in calm, caring, and professional manner.

IHN will support the CAC in completing and maintaining the following requirements:

- Must successfully complete the CMS Certified Application Counselor (CAC) training program.
- Registration and certification as a CAC by CMS.
- Licensed CAC by the Missouri Department of Insurance.
- Must demonstrate and maintain expertise of eligibility and enrollment rules and procedures; the range of qualified health plan options and insurance affordability programs; the needs of underserved and vulnerable populations; and privacy and security standards.

Competencies:

Incorporates basic competencies into all aspects of the position, including:

- Organizational Commitment: Aligns behavior with the needs, priorities and values of the organization.
- Service Orientation: Has a genuine desire to help others, especially those in need; Derives satisfaction from serving others while remaining attentive to one's own wellness; Understands people's needs and overcomes obstacles in serving them.
- Learning Orientation: Values and seeks opportunities to learn; collects and uses information relevant to work-based problems.
- Attitude Toward Change: Adapts to and works effectively with a variety of situations, individuals, groups and systems.
- Personal Effectiveness: Takes initiative to do more than the minimum requirements of the job; Expresses self-confidence in stating opinions and when called upon to make decisions.
- Achievement Motivation: Sets challenging objectives and works to continually improve personal performance.
- Interpersonal and Team Performance: Builds and maintains positive relationships with people on the job; Listens effectively to understand others.
- Values Diversity and Equity: Treats all people with respect; seeks and considers diverse perspectives and ideas; provides a supportive work environment for a multicultural workforce; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion or sexual orientation; engages in personal reflection and development to address unconscious bias, demonstrates no tolerance for micro-aggressions; recognizes differences as opportunities to learn and gain by working together.
- Quality Focus: Minimizes errors and maintains high quality by checking or monitoring data and work in a timely manner, and by developing and maintaining systems for organizing work and information; actively explores ways to improve quality of output.
- Problem-Solving Effectiveness: Uses data and analytical thinking to identify problems and develop solutions.
- Task Accomplishment: Acts resourcefully to ensure that work is accomplished within specified time and quality parameters; Can focus effectively on more than one task or project at a time.
- Proven Track Record and Requisite Skillset: Has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN; the skills and expertise required include: an understanding of the delivery of local health care, and an understanding of government, regulations, policy and programs.
- Leadership: Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.

Reporting Relationships:

The CAC reports to the CAC Manager.

Work Environment:

This position will include a minimal amount of standard office environment with the majority of time spent in the community, working one-on-one with clients, as well as IHN staff and partner organizations. Regular travel for community events will be required within a 25-mile radius. Travel is primarily local during the business day with a handful of required meetings in mid-Missouri (mostly Columbia, MO). The employee is constantly required to talk, hear, and operate a computer and mouse. The employee is frequently required to walk, bend, twist, push, pull, reach above shoulder and use hands to finger, handle, or feel. The employee will occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and distance vision.

Salary Range:

\$20 to \$23/hr, depending on experience

Application Instructions:

Please email cover letter, resume, & reference list to the contact information below.

IHN CAC Position

HR@stlouisihn.org

Timeline:

If invited to interview, virtual interviews may be scheduled as soon as the week of 9/21/26.

Desired start date is as early as Oct. 1.

About St. Louis Integrated Health Network:**MISSION OF THE INTEGRATED HEALTH NETWORK**

Through partnership and collaboration, the St. Louis Integrated Health Network is a healthcare intermediary building capacity across sectors to advance health equity and improve wellbeing by increasing access to health and social services, with an emphasis on communities that have been historically excluded.

IHN GUIDING PRINCIPLES:

Our guiding principles reflect our most important organizational commitments. They underscore our priorities and inform the decisions, actions and agendas of our leadership and staff. Practiced with fidelity, these principles help to ensure the alignment of our mission and operations. We hold ourselves accountable to these principles and we seek partners who share our commitments to our principles.

Health Equity • Patient-Centered Orientation • Accountability
• Outcome-Focused Decision Making • Innovation