

## **Medicaid Outreach and Enrollment Specialist**

**Position Summary:** This position will work directly with families with children and expecting parents to support them through the process of applying for Oregon Health Plan/Medicaid, provide education on Medicaid benefits, and closely support successful navigation and access to health and social services. The Medicaid Outreach and Enrollment Specialist will routinely travel to outlying Northeast Oregon communities to build partnerships for referrals and provide enrollment and coverage education support to families. This position will also support clients as they access services from other programs and organizations as appropriate. This position is federally funded by the Centers for Medicare and Medicaid Services (CMS).

**Compensation:** Compensation is projected to be \$26.67-\$28.67 per hour, set by NEON's standardized compensation scale. This hourly position is projected to be 40 hours per week with full benefits. NEON offers employee health, dental, life insurance, employee assistance program, retirement match, a flexible work schedule, professional development, and wellness incentive (90 minutes paid wellness time per week as part of 40-hour schedule after orientation period).

**Work Location:** NEON's main office is located in La Grande, Oregon (a main work location outside of La Grande may be considered after a training period based on the needs of the hired individual and the program) and duties will be performed in office and community settings throughout Baker, Malheur, Umatilla, Union, and Wallowa Counties. This position will require routine travel throughout some or all of these counties on a weekly basis. The NEON office is family-friendly, and NEON strives to provide a flexible and supportive work environment as the position allows.

**Working Conditions:** Generally, the schedule will be Monday – Friday, normal office hours, with frequent travel throughout Northeast Oregon and occasional weekend and evening hours for outreach events and activities. Outreach events may be indoors or outdoors, and some locations may be remote. This position will also entail extended periods working at a computer, including online meetings and/or training using audio and video.

**Training:** As part of this position, the candidate will complete required training and criminal background check for state assister certification to assist with the application processes for the state ONE system. This training as well as basic HIPAA training will be supported by NEON and/or state partners as needed. Community Health Worker training will also be provided.

**Qualifications/Prior Experience:** High School diploma; Minimum of 1 year experience in outreach and community-based health and/or social services; Strong familiarity with Northeast Oregon communities; Strong communication skills; Valid driver's license and reliable vehicle. Preferred: fluency in Spanish, Marshallese, or other second language. Individuals with Community Health Worker certification may receive hiring preference.

### **Responsibilities:**

- Build knowledge of Oregon Health Plan programs and benefits and keep up to date on changing eligibility criteria.
- Conduct outreach to eligible Medicaid members with an emphasis on expecting parents, children and families.
- Routinely travel to outlying rural communities to provide client enrollment assistance, coverage education, and outreach to build connections with community members and partners.

- Provide welcoming and inclusive application assistance and system navigation support to anyone seeking help during the health insurance application and enrollment process.
- Assist with referrals & coordination of services as necessary and requested, including but not limited to energy assistance, food assistance, housing navigation, legal services, insurance agents, and unemployment resources.
- Assist with NEON office lobby coverage, responding to walk-in requests to provide services or take messages for team members as appropriate when onsite.
- Provide health coverage education and system navigation support individuals in coverage retention and health care access.
- Communicate complicated information in clear non-technical language.
- Collect and maintain accurate data for all outreach activities and client encounters, including data entry in current database reporting systems, complying with data requests from NEON leadership in a timely manner, and complying with all HIPAA and confidentiality regulations.
- Collaborate with other NEON staff and statewide partners to ensure client and program needs are met.
- Other duties within scope or work as assigned.

**Technology Applications:** Basic skills in commonly used technology platforms including Microsoft Office, Google tools, and Zoom. Aptitude and ability to learn technological skills and platforms required.

**How to Apply:** To apply, please submit a cover letter (required) addressing your connection to our mission and relevant experience for the position, as well as a current resume to Holly Sorensen at [hsorensen@neonoregon.org](mailto:hsorensen@neonoregon.org). Questions about the position may also be directed to Holly. This position is open until filled. Interviews are anticipated to begin by September 22, 2025.

**NEON's Mission:** Our mission is to support individuals, communities, and systems to collectively promote equity, health, and wellbeing at home and beyond.

**About NEON:** NEON is a 501(c)3 nonprofit health collaborative serving Northeastern Oregon. NEON was launched in 2004 from a small group of individuals who recognized the value of community collaboration in ensuring the health of our residents. Currently, NEON offers health insurance enrollment and navigation, support and training for Community Health Workers and other frontline professionals, and community health support services. We also support other community collaborations with the goal of creating a healthier Eastern Oregon.

*Northeast Oregon Network is an equal opportunity employer and prohibits discrimination on the basis of race, color, religion, national origin, sex, age, or disability.*