



UNIVERSITY OF ARKANSAS  
FOR MEDICAL SCIENCES

## POSITION CLASSIFICATION QUESTIONNAIRE

Institution: <b>UAMS</b>	Date: 11/04/13
Suggested Working Title of Position: In-Person Assister	
<i><u>Please attach an Organizational Chart with your request.</u></i>	
<b>% of TIME AND WORK PERFORMED</b>	
NOTE: Indicate % of time for each example of work, single space within each example of work and double space between examples.	
<p><b>Position Purpose</b> Assisting consumers in understanding insurance options, determining eligibility, and facilitating enrollment in a Qualified Health Plan (QHP) through an online web portal.</p> <p><b>Standard Duty Areas</b> <b><u>90% Outreach/Education</u></b></p> <ul style="list-style-type: none"> <li>• Participate in training and certification activities to gain understanding of all facets of the Arkansas Health Insurance Marketplace;</li> <li>• Assist consumers in understanding insurance choices, federal tax subsidies, public plans, plan benefits, co-payments and other cost-sharing expenses;</li> <li>• Facilitate selection of a Qualified Health Plan; ensuring that only consumers make decisions about in which plan to enroll;</li> <li>• Update job knowledge by participating in educational opportunities;</li> <li>• Maintain expertise in eligibility, enrollment, and program specifications;</li> <li>• Conduct public education activities to raise awareness about the Exchange;</li> <li>• Provide information and services in a fair, accurate, and impartial manner. Such information must acknowledge other health programs (such as Medicaid and the Children’s Health Insurance Program (CHIP));</li> <li>• Provide referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman or any other appropriate state agency or agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage;</li> <li>• Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Marketplace, including individuals with limited English proficiency, using available tools, such as fact sheets, and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act;</li> <li>• Respond to customer inquiries by confirming understanding of each inquiry; gathering and researching information; assembling and providing information; and verifying the customer's understanding of information and answer; and,</li> </ul> <p><b><u>10% Administration and Performance Reporting</u></b></p> <ul style="list-style-type: none"> <li>• Maintain reports and records as required regarding services performed and individuals assisted.</li> </ul>	

**Statistics Specific to Each Position**  
**Scope of Responsibility**  
*Complete and Rank the Top10 with 10 being the most Important*

**Use Number of People rather than FTE for the following:**

Rank  
 \_\_\_\_\_ # \_\_\_\_\_ Faculty  
 \_\_\_\_\_ # \_\_\_\_\_ Fellows  
 \_\_\_\_\_ # \_\_\_\_\_ Residents  
 \_\_\_\_\_ # \_\_\_\_\_ Directs Reports  
 \_\_\_\_\_ # \_\_\_\_\_ Students  
 \_\_\_\_\_ # \_\_\_\_\_ Student Applicants  
 \_\_\_\_\_ # \_\_\_\_\_ Graduate Students  
 \_\_\_\_\_ # \_\_\_\_\_ Total Employees in the Department(s)

**Financial**

\_\_\_\_\_ # \_\_\_\_\_ Cost Centers  
 \_\_\_\_\_ # \_\_\_\_\_ Foundation Accounts  
 \_\_\_\_\_ \$ \_\_\_\_\_ Total Revenue (all funds)  
 \_\_\_\_\_ \$ \_\_\_\_\_ Total Budget (all funds)  
 \_\_\_\_\_ \$ \_\_\_\_\_ Total Operating Budget  
 \_\_\_\_\_ \$ \_\_\_\_\_ Net Clinical Revenue Cycle Responsibility

**# Research Grants / Clinical Trials / Contracts**

Rank  
 \_\_\_\_\_ # \_\_\_\_\_ Grants \$ \_\_\_\_\_  
 \_\_\_\_\_ # \_\_\_\_\_ Clinical Trials \$ \_\_\_\_\_  
 \_\_\_\_\_ # \_\_\_\_\_ Contracts \$ \_\_\_\_\_

**Additional Responsibilities**

\_\_\_\_\_ # \_\_\_\_\_ Multiple Locations  
 \_\_\_\_\_ # \_\_\_\_\_ Multiple Departments  
 \_\_\_\_\_ # \_\_\_\_\_ Multiple Programs W/I Dept  
 \_\_\_\_\_ # \_\_\_\_\_ Additional Facility Relationships Y/N

\_\_\_\_\_ # \_\_\_\_\_ **Specialty** (if applicable)

**Notes:**

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**Machines or equipment used regularly in your work. Give percent of time spent in operation of each.**

% 90	Laptop
%	
%	
%	

**Basic Minimum Qualifications (Essential for the job)**

Education, general:	High School Diploma or equivalent
Education, special or professional:	<ul style="list-style-type: none"> <li>• Pass a criminal background check in accordance with State and Federal rules;</li> <li>• Sign an agreement to put consumer safety first in carrying out job duties;</li> <li>• Be a legal resident of Arkansas;</li> <li>• Be able to provide references;</li> <li>• Be eighteen years or older;</li> </ul>

	<ul style="list-style-type: none"> <li>• Have a valid Arkansas Driver’s License and vehicle, or provide evidence of mobility within the community; and,</li> <li>• Have a high school diploma or equivalent.</li> </ul>
Experience, length in years and kind:	
Licenses, certificates, or registration	
Special knowledge, abilities and skills:	<ul style="list-style-type: none"> <li>• Effectively inform others;</li> <li>• Use strong data entry skills;</li> <li>• Demonstrate organizational skills;</li> <li>• Analyze and interpret information;</li> <li>• Successfully communicate verbally;</li> <li>• Maintain confidentiality and privacy standards;</li> <li>• Move from setting to setting;</li> <li>• Apply reporting skills;</li> <li>• Manage processes;</li> <li>• Exhibit customer focus;</li> <li>• Exercise general consulting skills; and Multi-task.</li> </ul>
Physical Requirements	

**Preferred Qualifications (non-essential or the “ORs”)**

Education, general:	
Education, special or professional:	
Experience, length in years and kind:	
Licenses, certificates, or registration	A Career Readiness Certificate awarded to the applicant by the Arkansas Department of Workforce Services is recognized and preferred by the hiring company.
Special knowledge, abilities and skills:	
Physical Requirements	

**Applicants may NOT:**

- **Be a health insurance issuer; subsidiary of a health insurance issuer, or an association that includes members of or lobbies on behalf of the insurance industry health insurance issuer;**
- **Receive any direct or indirect payments from any health insurance issuer in connection with the enrollment of any qualified individuals or qualified employees in a Qualified Health Plan (QHP);**
- **Receive compensation of any kind from any other entity for enrolling individuals in health plans;**
- **Have received past compensation received from plans, reason for compensation, and whether or not there is a desire to receive future compensation from any plan or insurer in the health care community unless fully disclosed and vetted prior to hiring;**
- **Offer financial incentives to potential health coverage consumers, such as rebates or giveaways; and,**
- **Use tobacco products while providing services to consumers.**