**Health Marketplace**

**ACA Enrollment Counselor**

**Volunteer Position Description**

***For Open Enrollment: November 1, 2015 - January 31, 2016***

**Position:** **ACA Enrollment Counselor**

**Purpose:** Affordable Care Act (ACA) Volunteer Enrollment Counselors are needed to help clients enroll in and understand their health coverage options, in English and other languages. ***Spanish, Arabic and Urdu*** speakers especially needed.

**Duties:**

* Volunteers assist clients in understanding their options in the Virginia Health Marketplace:
* Help clients set up an account and complete an application.
* Provide fair, accurate and impartial information to help clients make informed choices.
* Explain insurance coverage levels and how Premium Tax credits work.
* Help clients select a plan based on their individual needs and priorities.
* Adhere to NVFS privacy policies and document each individual meeting accordingly.

**Qualifications:**

* Ability to volunteer for at least four (4) enrollment sessions.
* Strong understanding of or willingness to learn about Health Marketplace eligibility and how to enroll.
* Competent navigating the Internet and using online application forms.
* Patience teaching others about complicated subjects with which they may have very limited knowledge.

**Requirements:**

* Successful completion of the online Certified Application Counselor training (approx. 5-7 hours).
* Complete and submit Volunteer Application paperwork and successfully complete NVFS background check.
* Attend mandatory NVFS orientation and training session.

**Time Commitment:** **Minimum commitment of four (4) Saturday enrollment sessions during the Open Enrollment period from November 1, 2015 to January 31, 2016.**

**Benefits:** Help people in your community enroll in health insurance and understand their benefits.

**Support:** Staff Program Coordinator is in ongoing contact with volunteers.

Materials and training offered in English and Spanish.

**Training:** Required online CAC training can be accessed at: [https://portal.cms.gov](https://eidm.cms.gov/EIDMLoginApp/userlogin.jsp)

Once online training is successfully completed, email your *Certificate of Completion* to [tgoplerud@nvfs.org](mailto:tgoplerud@nvfs.org). After attending the subsequent CAC orientation session at NVFS, you will be certified by NVFS as a CAC and can start volunteering! Ongoing support from NVFS includes various training opportunities.

**Contact:** Terry Goplerud, Volunteer Coordinator, Health Marketplace

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