**Class Summary**

The responsibilities of this classification include assisting clients in completing Washington Apple Health, Qualified Health Plans, traditional Medicaid, and other qualifying program enrollments and renewals by assessing their needs and explaining benefits and eligibility for assistance. Incumbents in this classification will also refer applicants to the appropriate social and community resources.

**Distinguishing Characteristics**

This is the first level in a two-level classification series. It is distinguished from the Healthcare Navigator II in that incumbents in the Healthcare Navigator II classification provide enhanced technical assistance to current Healthcare Navigators and participate with program staff to identify underserved populations and develop partnerships and strategies that will address the needs of each community.

**Examples of Duties**

1. Facilitate enrollments onto Washington Apple Health and Qualified Health Plans. Determine if clients are eligible for traditional Medicaid and other qualifying programs through the Department of Social and Health Services (DSHS).
2. Process re-enrollments, monitor client accounts for changes, updates, and correspondence.
3. Provide referrals to applicants to appropriate additional resources and programs.
4. Participate in outreach events to raise awareness of the availability of Washington Apple Health coverage and Qualified Health Plans. Collaborate with other clinic staff members to identify areas of opportunity for outreach and enrollment services.
5. Educate and provide information in a manner that is culturally and linguistically appropriate to the needs of clients.
6. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of Washington State health care guidelines and procedures

Knowledge of state health care programs

Knowledge of office procedures

Knowledge of community resources

Skill in oral and written communication

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

And/or any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Navigator certification through Health Benefit Exchange

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt  |
| **Service Status** | Career Service  |
| **EEO Code** | 6 |
| **Levels within same series** | Navigator I, Navigator II |
| **Class History** | 01/2019 - Created |