

JOB DESCRIPTION

Title: Medicaid Regional Support Specialist (eastern North Carolina)	FLSA Status: Contract Position	Salary Range: \$33.65/hour
Reports to: Outreach and Enrollment Manager	Department: Advocacy	Employment Status: Full-Time
Supervisory Responsibilities: None	Travel: 50%	Date Created/Last Evaluated: September 2026

Summary

The Medicaid Regional Support Specialist (RSS) will support community health centers located in eastern North Carolina with Medicaid and Marketplace outreach, education, and enrollment efforts. The Medicaid Regional Support Specialist will:

- Support health centers with health insurance outreach, education, and enrollment efforts
- Engage assigned health centers to educate them about the RSS services available to them, and help them understand the range of options that best suits their health center's needs
- Support health center patients with navigating Medicaid work and community engagement requirements
- Assist health center patients with applying for and maintaining coverage available through Medicaid and the federal Marketplace
- Attend outreach events to inform community members about community health centers, Medicaid, and Marketplace coverage
- Maintain up-to-date schedule of enrollment assistance availability in the Get Covered Connector scheduling system
- Develop and maintain partnerships with community groups in eastern North Carolina
- Stay informed of relevant Medicaid and Marketplace updates
- Complete annual Certified Application Counselor (CAC) training
- Other outreach and enrollment activities identified by NCCHCA and/or community health centers

This is an independent contractor role offering up to 40 hours of work per week with the possibility of contracting through June 30, 2027. Independent contractors are not employees of NCCHCA, are not eligible for employee benefits, and are solely responsible for paying all applicable state and federal taxes.

Qualification Requirements

- Competence in Microsoft Office applications, particularly Word, Outlook, and Excel.
- Excellent written/verbal communication and problem-solving skills, as well as attention to detail
- Excellent interpersonal skills
- Ability to work effectively in a remote capacity
- Live in eastern North Carolina

Knowledge, Skills and Abilities

- Understanding of health insurance programs and policy, including the Affordable Care Act (ACA) and Medicaid
- Understanding of health care delivery systems and safety-net providers
- Ability to explain complicated topics in an understandable way
- Comfortable approaching people and making proactive calls to individuals who may need health coverage
- Demonstrated ability to work as a team member and work effectively with diverse people
- Must have access to an automobile, valid driver's license, with appropriate liability insurance
- Ability to travel in-state on a regular basis, with occasional overnight stays

Essential Functions

Support Health Centers with Medicaid and Marketplace Outreach, Education, and Enrollment Efforts

- Support nine (9) health centers with their Medicaid and Marketplace outreach, education, and enrollment efforts
- Engage assigned health centers to educate them about the RSS services available to them, and help them understand the range of options that best suits their health center's needs
- Assist health center patients with navigating Medicaid work and community engagement requirements
- Work with assigned health centers to identify outreach and enrollment related needs and plan for support
- Serve as point of contact for Medicaid and Marketplace related questions from health centers
- Travel to health center sites and community partner locations to provide outreach and enrollment support
- Assist individuals with applying for and maintaining coverage available through Medicaid and the federal Marketplace
- Collaborate with health center outreach and enrollment staff and other health center staff and provide timely follow-up to requests and referrals received from health centers
- Maintain updated enrollment assistance availability in the Get Covered Connector scheduling system
- Attend outreach events to inform patients and community members about Medicaid and Marketplace
- Assist health centers with planning outreach and enrollment events
- Provide timely follow-up to individuals who request/need assistance with applying for Medicaid and Marketplace coverage

Stay Informed of Medicaid and Marketplace Policy and Programmatic Issues

- Complete annual Certified Application Counselor (CAC) training
- Attend Medicaid and Marketplace webinars and trainings to stay informed of policy and programmatic updates

Community Partnerships

- Develop and maintain partnerships with community groups in eastern North Carolina
- Identify community events and other opportunities for outreach and enrollment

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is
- Regularly required to, stand, sit; talk, hear, and use hands and fingers to handle or feel; and reach with hands and arms to operate a computer and telephone keyboard, and to reach, stoop or kneel
 - Specific vision abilities required by this job include close vision requirements due to computer work
 - Light to moderate lifting is required such as occasionally lifting office products and supplies, up to 20 pounds
 - Ability to uphold the stress of traveling
 - Regular, predictable attendance is required; including quarter-driven hours as business demands dictate.

Work Environment

- This job operates in a remote capacity.
- Ability to sit at a computer for an extended period of time.

Preferred education, skills and experience

- Experience as a Certified Application Counselor (CAC) or health insurance Navigator
- Knowledge of Medicaid, health insurance Marketplace, and the Affordable Care Act
- One to three years of experience in public health, health education, or related field
- Experience working in a community health center
- Experience designing and conducting community outreach to low-income populations
- Language skills in Spanish

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.
