



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services  
Phone: (701) 328-3290

Class Code(s): 0477

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**STATE HEALTH INSURANCE COUNSELING (SHIC) PROGRAM ASSISTANT**  
GRADE G

**SCOPE OF WORK:**

Work involves providing assistance to consumers on Medicare and Prescription Connection programs in the North Dakota Insurance Department.

**DUTIES PERFORMED:**

- Receive, evaluate, research, analyze and respond with required information and explanations to inquiries and complaints by phone, correspondence, or in person from policyholders regarding Medicare or Prescription Connection.
- Mediate disputes or appeals, clarify issues, and resolve problems between policyholders and insurance company representatives.
- Assist policyholders with understanding the provisions of their insurance policies.
- Make referrals to outside state and community based agencies.
- Provide presentations to promote and educate on programs.
- Coordinate and train volunteers to assist consumers.
- Update and create informational materials and assist in mailings.
- Provide administrative support services for the programs.

<p><b>NOTE:</b> The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.</p>
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**MINIMUM QUALIFICATIONS:**

Requires a high school diploma or GED and three years of administrative work experience involving health insurance or Medicare field.

Eff. Date: 04/09

Rev: 07/12 – Conversion to Hay System