

Tri-County Aging Consortium

EXTERNAL JOB POSTING BULLETIN

Job Requisition Number	Posting Date	Due Date	Pay
021517	February 17, 2017	Until Filled	Grade 11, Step 3 \$21.3136/hr \$44,332/annually
Job Title Eligibility Advocate			
Location Main Office			

General Responsibilities: Assists Project Choices clients with obtaining and determining eligibility for benefits and services. Verifies eligibility for Medicaid in the Waiver Program. Issues Eligibility Status Letters.

Essential Job Functions: (Reasonable accommodations will be provided, if necessary, for individuals with disabilities who can perform the essential job functions.)

1. Conducts financial assessments to determine eligibility for the Medicaid Waiver.
2. Oversees and presumes eligibility for Medicaid and shares information with Care Managers.
3. Advises clients regarding benefit eligibility rules and coverage for Medicaid; Medicare; Supplemental Security Income, Social Security and Veterans benefits.
4. Handles Medicare issues for Project Choices clients.
5. Assists clients in applying for Medicaid which includes home visits for application completion, verification of documents and problem solving.
6. Advocates to insure that clients are receiving benefits and services to which they are entitled.
7. Maintains contacts with local Department of Health & Human Services (DHHS) staff to facilitate the Medicaid process.
8. Uses various public benefit eligibility manuals with skills in research and problem solving.
9. Reviews case status reports to insure that information relative to Medicaid status is correct.
10. Makes public presentations.
11. Tracks Waiver clients' hospitalizations that are over 30 days and processes client Status Change Forms.
12. Issues Status changes as needed and notifies DHHS within required timeframes.
13. Verify Medicaid status of Waiver clients with DHHS client information system.
14. Enters Nursing Facility Transition (NFT) into Compass.
15. Works with various staff to complete the Eligibility Reconciliation.
16. Completes training for Medicare Medicaid Assistance Program (MMAP).
17. Examples of job functions listed do not include all tasks which may be found in this position. Duties and responsibilities may be added, deleted or modified at any time.

Knowledge, Skills, Abilities and Standards of Performance:

1. Commitment to the organization's missions and goals.
2. Computer skills sufficient to learn specific departmental software programs.
3. Ability to maintain confidential information regarding all aspects of client, volunteer, employee and agency information.
4. Ability to work independently or as part of a team.
5. Ability to communicate effectively and establish good relationships with staff, clients, volunteers and vendors.
6. Ability to represent the Agency in a professional manner.
7. Must be able to adjust priorities to meet deadlines in a timely manner.
8. Ability to meet department standards with regard to job knowledge, client focus, initiative, productivity, communication, teamwork and attendance.

Requirements

- Bachelors Degree in Human Services or related field is preferred.
- 2 years of experience working with community senior resources and public benefits. Extensive knowledge of Medicaid including Medicaid policy is required.
- A valid Michigan driver's license in good standing (less than 4 points) is required.

Working Conditions:

- The work environment varies. When in the office, safe work practices in regard to office equipment, avoiding trips/falls and fire regulations are required. When traveling to or spending time at residential or medical facilities, exposure to unusual elements such as smoke, unpleasant odors, loud noises and extreme temperatures increases.
- Physical mobility is required for sitting, walking, standing, bending and lifting/holding/carrying objects of up to 20 pounds. Must be able to move around in multiple locations with varying physical environments & barriers. Must be able to drive. Ability to enter and access information using a computer. Must be able to communicate effectively with clients, co-workers and vendors in person and over the telephone.
- Sensory requirements include exposure to varying temperatures, noise levels, environments and activities.
- Mental requirements include the ability to handle varying and intense levels of stress.

Health Insurance Portability and Accountability Act (HIPAA):

All employees who have access to health information whose confidentiality is protected by the HIPAA Privacy & Security Rule are required by the Rule to receive training so that they have an understanding and knowledge of the Privacy & Security Rule that corresponds to their job duties. Training on the requirements of the HIPAA Privacy Security Rule and the plan's health information policies and procedures under the direction of the plan privacy & security officer(s) is a prerequisite for this position. Employees who violate the requirements of the HIPAA Privacy & Security Rule will be subject to discipline, up to and including termination.

Reports to: Assistant Director

Work location: Lansing, MI

Base work schedule: Monday-Friday, 8a.m.-5p.m. w/hour lunch (40 hours, Full Time)

Applicants must submit a resume, cover letter and Tri-County Office on Aging application by email to hr1@tcoa.org. You may also apply in person at Tri-County Office on Aging, 5303 S. Cedar, Suite 1, Lansing, MI 48911. Applications for TCOA positions may be found at <http://www.tcoa.org/employment/>

TCOA is an equal opportunity employer.