



St. Lawrence – Massena – 156 Center Street, Massena, NY 13662
P: 315-764-9442 F: 315-764-9464

St. Lawrence – Ogdensburg – 1033 Paterson Street, Ogdensburg, NY 13669
P: 315-764-9442 F: 315-713-8115

Jefferson & Lewis – Watertown – 120 Washington St, #430, Watertown, NY 13601
P: 315-764-9442 F: 315-405-4991

Franklin – Malone – 3372 St. Rt. 11, Ste D, Malone, NY 12953
P: 518-483-2151 F: 518-483-7491

FACILITATED ENROLLER

Medicaid Application Assistor

Educate, engage, and assist individuals who are aged over 65, legally blind, and/or disabled with the application for NYS Medicaid. The Facilitated Enroller will help the consumer by preparing the application and by collecting needed information and documentation to complete and submit the Medicaid application to the local Department of Social Services. Consumers will be primarily located in Jefferson and Lewis Counties; on occasion clients may be in St. Lawrence or Franklin Counties.

DUTIES:

- Attend all necessary Department of Health, community, or Agency training.
- Attend professional/community trainings specific to the aged, blind, and disabled populations or health care enrollment process.
- Be present and participate in bi-weekly conference calls with program staff.
- Attend supervisory sessions with Program Manager(s).
- Identify and conduct outreach activities to educate, engage, and enroll consumers who live within the designated service areas.
- Conduct community-based education sessions, presentations, or attend public events to educate the public on available Medicaid health insurance options and the FE program.
- Conduct regularly scheduled public enrollment sessions at various locations in the community to review applications and assist with enrollment.
- Provide education, individual application assistance, and information services in regard to all Medicaid program options including: Medicaid, Medicaid Buy- In for Working People with Disabilities (MBI-WPD), Medicaid Excess Income (Spend-down) program, Medicare Savings Program (MSP), and Medicaid for Institutional Care in a Nursing Home.
- Conduct one-on-one appointments with consumers in a location convenient to them to discern eligibility and complete Medicaid applications. The FE will travel frequently to enrollment sites and to the home of the consumer.
- Collect required documentation for the Medicaid application.
- Submit the application in-person to the local DSS office.
- Accurately document consumer services and required paperwork in MILC's databases, as well as the Consumer Service Record (CSR), within two (2) business days of the date of service.
- Maintain accurate recording of case details in electronic databases.

- Participate in maintaining a neat, clean and safe work environment.
- Perform any other duties as deemed legally and ethically necessary by the Supervisor.

SUPERVISION: This position does not act in a supervisory manner. This position works under the direct supervision of the Program Manager, the Quality Review Team, and the Project Coordinator(s).

REQUIREMENTS

- Associate degree in a Human Services field preferred. However, all education will be considered in combination with work experience.
- Vehicle with insurance coverage required. Must be willing and able to travel independently to all consumers within the assigned coverage area. Mileage will be reimbursed at the IRS rate.
- Will be required to provide in-home visits to consumers
- Excellent oral and written communication skills
- Must have strong computer skills and experience with Microsoft Office programs; have the ability to learn new programs and databases; have proficiency using a computer, fax, scanning to computer, and using a copier machine.
- Ability to interact professionally with consumers who face various barriers, including disabilities
- Respectful and comfortable with people from different culture and socio-economic backgrounds
- Ability to work independently and manage multiple tasks

OTHER

- Full Time Position, 40hpw, Non-Exempt, Monday-Friday 9AM-5PM
- \$14.00 per hour
- Office Location: 120 Washington St. Watertown NY 13601
- Generous Benefit Package
 - 10 paid Holidays
 - 80 paid hours sick time
 - 80 paid hours vacation annually, increases upon year 5
 - 32 paid hours personal time
 - Paid bereavement time
 - Paid lunch and breaks
 - Paid Snow Days
 - Paid jury duty leave
 - 403(b) retirement Plan
 - Health/Dental/Vision insurance with only a \$25.00 monthly employee contribution for single coverage tied to an HRA that is 80% funded by MILC
 - Mileage reimbursement at IRS rate

- All other required benefits: Worker's Compensation, Paid Family Leave, Unemployment, Short Term Disability, etc.
- MILC is an Equal Opportunity Employer and strongly encourages people with disabilities and/or minorities to apply.
- COVID-19: MILC has a staff safety plan to address the impact of COVID-19 that must be followed. At times, the employee may be required to work remotely from home.

Questions may be emailed to: employment@milcinc.org