
Job description

MEDICAID APPLICATION ASSISTOR - 'Facilitated Enroller'

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

DUTIES:

- Attend all necessary training activities to become 'certified' to provide application assistance.
- Attend ongoing assigned training/webinars about Medicaid and related programs, along with topics specific to aged/blind/disabled populations and health care.
- Be present and participate in bi-weekly conference calls with program staff.
- Attend supervisory sessions with Program Manager(s) upon request to review applications and discuss any problems encountered.
- Conduct outreach activities including introducing yourself and your services to other local agencies, attending health fairs, participate in presentations on your services, and attend community meetings, among others.
- Provide 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 screen for eligibility and complete Medicaid applications. The Enroller will travel frequently to enrollment sites and to the homes of the consumers.
- Collect required documentation for the Medicaid application. This includes sending 3rd party release forms to obtain documents from banks, insurance companies, employers, and medical locations.
- Submit the application in-person to the local DSS office.
- Maintain accurate recording of case details in electronic databases. This program uses 2 electronic databases to record interactions and the outcomes of all applications.
- Complete reporting trackers on the outcomes of applications to be submitted to the Department of Health.
- 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

- All education will be considered in combination with work experience. HS Diploma/GED required. An Associate's Degree is preferred, but not required.
- 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 as needed
- 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

BENEFITS AND PAY

- Full Time Position, 40hpw, Non-Exempt, Monday-Friday 9AM-5PM. These are set hours and will not be reduced even during slow periods. 5 paid lunch/break hours, so the working hours are 35 per week.
- **\$14.80 per hour**
- *Generous Benefit Package includes:*
- 11 paid Holidays
- 80 paid hours sick time
- 80 paid hours vacation annually. Years 1-4 are 80 hrs per year, Year 5 increases to 120 hours, and every year after that the employee is provided with an additional 8 hours of vacation time (ie: Year 6 = 128, Year 7 = 136, and so forth)
- 32 paid hours personal time
- Paid bereavement time
- Paid lunch and breaks
- Paid Snow Days
- Paid jury duty leave
- 403(b) retirement Plan with an employer 3% contribution after a vested period with the agency
- Single health coverage at only \$20.00 a month premium. 80% of the copays/coinsurance is covered by MILC. \$5.00 a month for dental + vision for the employee. MILC does not offer Family health insurance, but we do offer Family Dental/Vision for an additional cost.
- Mileage reimbursement at IRS rate (currently 0.56/mile)

- Scheduling adjustment available upon request so you can accommodate medical/personal appointments & not dip into your PTO
- All other required benefits: Worker's Compensation, Paid Family Leave, Maternity leave, Unemployment, Short Term Disability, etc.
- MILC is an Equal Opportunity Employer and strongly encourages people with disabilities and/or minorities to apply.

IMPORTANT - COVID19 Related Policies

- Due to quarantines, potential exposures, and occasional remote learning mandates to the parent/caregiver(s) - it is important for the staff member to be able to work from home in a confidential location upon request of the agency, as needed. This is an in-office position, but it is expected during this unprecedented time of the pandemic - that working from home may be required on occasion.
- The staff member will be provided with their own private office in our agency
- Masks are required to be worn within the office at all times in the public areas, regardless of vaccination status. The staff member does not need to wear their mask while in their own private office.
- The staff member will have to comply with Infectious Disease protocols when meeting with clients and other staff members. The protocol includes stipulations regarding maintaining social distancing, wearing masks, cleaning your workspace, and sanitizing after meeting with visitors.
- *****MILC, like many other employers in the health related fields - serves consumers with serious and chronic medical conditions. In addition - MILC is an Independent Living Center - where over 50% of staff by mandate must be people with disabilities/chronic health conditions. MILC has implemented a mandatory vaccination program for all employees. Upon hire, an employee would need to provide MILC with proof of COVID19 vaccination or a valid medical/religious exemption. Those who receive a medical/religious exemption are subject to weekly COVID19 testing. The program is meant to ensure the safest possible environment for those who work in our agency and/or otherwise visit our offices.

INTERVIEW & START DATE

- It is estimated that interviews will begin the week of October 11, 2021 with potential start date at the end of October/early November.

Check out MILC's website to learn more about our organization!

www.milcinc.org