

FAMILY ELDERCARE
Benefits Specialist
Job Description



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| Job title: Benefits Specialist | Reports to: Guardianship Estates Manager |
| Program: Guardianship | Work Location: Rutherford Office |
| Position Status - Full-time FLSA Classification - Non-Exempt | Salary Range - \$24.00-\$26.00/hour |

The Benefits Specialist supports benefit services of Medicaid, Social Security, VA, and/or Medicare insurance to clients receiving Guardianship services.

Essential Duties and Responsibilities:

- Support Medicaid process for Guardianship clients; including applications, renewals and proper documentation to ensure no disruption in services.
- Research Medicaid Applied Income discrepancies and submit appeals when necessary.
- Assist Senior Benefits Specialist with denials from Medicaid/SSI and process appeals as appropriate.
- Lead Medicare enrollment and verification for parts A, B, and D.
- Monitor TIERS PNA
- Stay informed about, and, provide information to staff regarding Medicaid and Social Security benefit programs and requirements.
- Calendar and follow up on all reports of change and renewals
- Manage applied income corrections and report to HHSC with Benefits Specialist approval
- Track income reporting for employed clients to monitor benefit impact
- Responsible for all non-HEART inquiry management and tracking
- Update e-chart and database on all Social Security, Medicare, Medicaid, DFAS, and VA changes
- Advise team members regarding client eligibility for benefits
- Advocate for clients with local Medicaid and Social Security offices regarding eligibility for benefits and correction of benefit amounts.
- Perform special projects as assigned.

Education and/or Work Experience Requirements:

- Associate degree; or, equivalent combination of education and experience
- Substantive knowledge of, and, 2+ years of experience working with the various rules and regulations governing the Medicaid and Social Security benefits programs.
- Experience working under pressure while maintaining a positive attitude, providing exemplary customer service, and meeting deadlines
- Proficient in Microsoft Office Word, Excel, Access software applications; Office 365 email and calendaring features
- Clear multi-state criminal background and motor vehicle driving record
- Valid Texas Driver's License and automotive insurance

Working Conditions/Physical Requirements:

- Ability to work in an open office setting with a significant amount of time spend on a computer
- Ability to drive to external locations for company business as needed
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 20 lbs.

Competencies:

- Knowledgeable of entitlements, community services, resources, and how to access them
- Committed to delivering outstanding service to internal and external customers
- Proven ability to develop and sustain productive relationships with coworkers, external partners, and volunteers
- Strong written, verbal, and nonverbal communication skills
- Comfortable working independently and as a team member
- Responsive to changing priorities while completing assignments as scheduled
- Ability to organize work efficiently, streamline processes, and prioritize responses with moderate supervision
- Reliable and able to maintain regular and punctual attendance

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: