

FAMILY ELDERCARE
Benefits Specialist
Job Description



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:

- Responsible for Medicaid applications, including new applications and renewals, and proper documentation to ensure no disruption of services and benefits.
- Research Medicaid Applied Income discrepancies and submit appeals and reports of change when necessary; communicate with HHSC regarding Applied Income issues and corrections.
- Review Medicaid/SSI denials and process appeals as appropriate.
- Responsible for Medicare enrollment, including maintenance and adjustment of policies during open enrollment period, and verification for parts A, B, and D.
- Responsible for enrollment in Social Security benefits, including RSDI, SSI, SSDI, etc
- Monitor personal needs allowance for clients and adjust when necessary.
- Monitor resource amounts for clients and provide spend-down reports as necessary to maintain benefits.
- Responsible for applying for Representative Payee status and completing annual requirements, such as Representative Payee reports.
- Responsible for applying for and maintaining VA benefits and maintaining military benefits.
- Responsible for applying for SNAP benefits on the rare occasion they are necessary.
- Complete database tracking for benefits enrollment for clients and changes when applicable.
- Calendar and follow up on deadlines for benefit renewals, reports of change, appeals, and other time-sensitive aspects of benefits maintenance.
- Track income reporting for employed clients to monitor benefit impact.
- Responsible for all non-HEART inquiry management and tracking
- 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.
- Stay informed about and provide information to staff about Medicaid, Medicare, Social Security, and VA benefit programs, changes, and requirements.

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 benefit entitlements, community services, resources, and how to access them.
- Ability to develop and sustain productive relationships with coworkers, external agencies, such as the IRS, and third parties.
- Strong written, verbal, and nonverbal communication skills
- Comfortable working independently and in collaboration with the rest of the Estates team to provide the best service possible to our clients.
- Flexible regarding changing priorities while completing assignments as scheduled.
- Responsive to the ebb and flow of benefits work throughout the months and year.
- 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: