

## **SOUTHERN TIER INDEPENDENCE CENTER JOB DESCRIPTION**

Position: In-Person Assister/Facilitated Enroller  
Hours: Full-time 40 hours per week, Non-exempt  
Updated: 4/2018

### **QUALIFICATIONS**

1. Associates Degree in Health or Human Services field and 1 year of experience providing information or assistance to consumers or advocates on insurance or health care access issues.
2. Strong interpersonal, communication, and writing skills.
3. Excellent organization skills and attention to detail.
4. Excellent computer skills including knowledge of database software.
5. Ability to effectively interact and work with individuals from diverse backgrounds.
6. Ability to multi-task and work effectively in both a team and individual setting.
7. Ability to manage a complex workload in varied work environments.
8. Knowledge of Medicaid, Medicare, Family Health Plus, and Child Health Plus, preferred.
9. Bi-lingual proficiency preferred.

### **RESPONSIBILITIES**

1. Some travel within multi-county service area.
2. Work a flexible schedule that may include early mornings, evenings and weekends.
3. Provide in-person assistance to individuals applying for Medicaid-related programs at the time of initial application and at annual renewal.
4. Provide in-person assistance to individuals enrolling in Medicare.
5. Conduct public education activities to raise awareness about Facilitated Enrollment for Aged Blind and Disabled (ABD) and assistance with Medicare enrollment.
6. Conduct outreach to Medicare clients identified by CSS for Medicare application assistance when requested.
7. Educate potential enrollees about managed care options when available.
8. Maintain an expertise in eligibility, enrollment and program specification for various Medicaid-related insurance programs.
9. Maintain comprehensive knowledge of the Access NY Healthcare application, the Access NY Supplement A and related forms, as well as additional documentation required to process successful applications.
10. Maintain the confidentiality of information contained on the Access NY Healthcare application, the Access NY Supplement A and related forms, and any additional information provided by applicants, as well as information contained on supporting documentation.
11. Provide information in a fair and impartial manner which is culturally and linguistically appropriate, and disability accessible, for populations served under the NYSOH Marketplace, including those with limited English proficiency.
12. Assist potential enrollees with grievances, complaints or questions regarding their health coverage or a determination related to their coverage.
13. Attend trainings as required by STIC.
14. Collect data and prepare and submit reports as required by STIC in a timely manner.
15. Other related tasks as required and time permits.

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best qualified applicant for the position, without regard to race, creed, color, national origin, sex, age, disability, marital status, gender, religion, veteran status, sexual orientation, genetic disposition or carrier status.