



Position: State Health Insurance Program (SHIP) Regional Coordinator
Reports to: Director of Case Management
Department: Case Management/Information and Assistance
Status: non-exempt Hours: 32 per week
Date: 09/2021
Approved: Davoren A Carr, Director of Case Management

Job Function: Provide outreach, education and counseling to Medicare beneficiaries and the public about program benefits, with emphasis on Medicare Part D.

Essential Functions:

1. Provide accurate, objective and confidential health insurance information about federal, state and individual insurance program and plans to help beneficiaries make informed decision, including: Medicare Parts A, B, C, and D; Medicaid, Medicare Supplemental Policies, Long Term Care Insurance, VPharm, Low Income Subsidy (LIS) and Medicare Savings programs.
2. Provide information and counseling about filing Medicare and Medicaid appeals.
3. Provide information and referral, preparation of documents and direct contact with insurance companies and CMS on matters relating to explanation of benefits, overcharges, denials of coverage and appeals.
4. Carry out local public outreach in conjunction with statewide plan.
5. Make appropriate referrals, including to state and federal agencies and Health Care Advocate's office, and work collaboratively to address problems related to health insurance eligibility and coverage.
6. Work collaborative to create and implement "Welcome to Medicare classes," including in-person and online opportunities.
7. Work with CVCOA volunteer program to recruit and train volunteers to work with Medicare beneficiaries.
8. Cross-train CVCOA Case Management Department staff on Medicare benefits and issues. Respond to individual and/or staff requests to give assistance with Medicare issues, resolve disputes, and provide information.
9. Formulate strong and positive relationships with the pharmacies in the coverage area in an effort to better assist clients.
10. Attend relevant trainings and staff meetings, including case management staff meetings, agency wide staff meetings, and monthly meetings with other SHIP Coordinators.
11. Coordinate Medicare Part D open enrollment programming.
12. Identify needs for systems change; participate in systems advocacy work.
13. Work with state and staff to maintain current, appropriate data for documentation purposes.

Knowledge, Skills, and Abilities:

1. BA preferred in human services/social services or related field.
2. 3-5 Years of experience in human services/social services or related field, especially with seniors and/or low-income persons.
3. Background/knowledge of insurance issues, especially Medicare.
4. Experience working with, training, and/or supervising volunteers.
5. Excellent organizational, research, written and oral communication and public speaking skills.
6. Excellent computer skills- solid knowledge of Microsoft Office programs, including power point.

7. Ability to keep confidentiality, reliability, honesty.
8. Ability to be non-judgmental and to work with a wide variety of people daily.
9. SHIP Coordinator will be required to take an exam after training for certification purposes.

Physical Demands:

1. Predominantly office based, sedentary work environment including extensive computer work.
2. May require lifting up to 25 pounds.
3. Periodic presentations may require travel in 3 county area (reliable transportation required).

Mental Demands:

1. Ability to understand complex social service programs.
2. Ability to prioritize competing demands from many sources and to multi-task.
3. The open enrollment period may create stressful environment due to increased demands.

Working conditions:

1. Private office near busy front office. Can be noisy at times.