BENEFITS ASSISTANCE SPECIALIST

DEFINITION: Under the supervision of the Benefits Assistance Program Director, provides community education, 1:1 information on Medicare; and assistance with related insurance and benefits.

I. MAJOR DUTIES

A. Client Services
1. Provide phone coverage to assist clients who call for information and assistance regarding Medicare and Medicaid issues
2. Provide in-person counseling if client’s situation requires one-on-one assistance
3. Provide advocacy for clients in contacting other agencies to assist in the resolution of their issue or problem
4. Provide follow-up with clients to determine resolution of issue
5. Provide computer assistance with Medicare Rx Counseling Tool and Enrollment Agreements
6. Provide community education and information to groups and individuals within the scope of the program with focus on LIS/MSP enrollment

B. Documentation
1. Maintain client files
2. Keep accurate records of all client correspondence
3. Ensure that documentation is timely and thorough

II. OTHER DUTIES

A. Preparation of written, informational materials for individuals as well as groups
B. Other duties as properly assigned
C. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service

III. QUALIFICATIONS

Bachelor’s degree; Minimum 2 years direct services experience in health insurance/benefits field; 2 years Medicare/Medicaid experience may satisfy degree requirement; good writing and oral communication skills; good computer skills; Spanish/English bilingual preferred; must be able to lift 25 lbs; must have a valid Arizona Driver’s License, and reliable and insured transportation; must have or able to obtain Level One Fingerprint Clearance Card.

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