

Valley Area Agency on Aging

Medicaid/Medicare Program Assistant (MMA)

Job Description

Reports To: Director of Eligibility Outreach	FLSA Status: Hourly
Salary Grade: TBD	Supervisory Responsibility: No
Department: Medicaid/Medicare Assistance Program	Location: Flint, MI
Prepared By: Expert Human Resources, LLC	Prepared Date: March 17, 2016
Approved By: TBD	Approved Date: TBD

Success Goal

To be an integral component for support of the Medicare and Medicaid Program (MMA), as well as other supplemental health and long-term care insurance programs; to ensure seniors and disabled individuals' needs are met.

Primary Function

Under direction of the Director of Eligibility Outreach, the Medicaid/Medicare Program Assistant is responsible for advising and assisting seniors and individuals with disabilities regarding maintaining their insurances, which include Medicare, Medicaid, Medicare Advance plans, and prescription drug costs.

Performance Responsibilities – Essential Functions (Other duties may be assigned)

1. Answers and responds to calls regarding Medicare and Medicaid and prescriptions. Provides information and/or assistance.
2. Counsels callers regarding Medicare and Medicaid processes. Educates clients on prescription assistance programs.
3. Refers clients to volunteer counselors and conducts follow-up calls to ensure client needs are met.
4. Manages the monthly counseling report forms from completion to review. Composes Senior Medicare Patrol (SMP) report, PAM report, and other counseling reports, as required.
5. Assists in the development of training materials and attends MMA training sessions. Assists in management, recruitment, and training of volunteer counselors.
6. Conducts outreach events including presentations and health fairs in the community. Creates flyers and educational materials for client outreach.
7. Attends MMA training sessions.
8. Promotes and builds good working relationships with staff at VAAA. Embraces mission. Works with team; assists whenever and wherever needed/required.

Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications

- High School Diploma or GED

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Competencies

To perform the job successfully, an individual should demonstrate and/or possess the following competencies:

Knowledge of community resources	Sensitive and caring attitude
Knowledge of Medicare and Medicaid	Flexibility
Ability to work in a constantly changing environment	Strong organizational skills
Public speaking experience	Interpersonal skills
Personal effectiveness, credibility, and ethical conduct	Stellar customer service skills
Ability to speak and write clearly and concisely	Teamwork
Ability to work with a diverse group of people	Ability to multitask

Language Skills

Ability to read and regular instructions, correspondence, and memos. Ability to appropriately respond to common inquiries or complaints from customers, regulatory agencies, and/or members of the business community. Ability to effectively present information in one-on-one and small group situations to the CEO, Director of Eligibility Outreach, community members, visitors, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems, define problems, collect data, establish facts, and explain problems to management.

Computer Skills

To perform this job successfully, an individual should be proficient with Microsoft Office Suite products, emails, group messaging, data collection, VAAA software, I&A and other database and spreadsheet programs.

Certificates and Licenses

MMAP Counseling Certification and SMP certification required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, stand, talk, hear, and/or use repetitive motions. The employee is occasionally required to stoop, climb, balance, pull, push, and reach. Specific vision abilities required by this job include close vision, distance vision, and depth perception. The employee must occasionally lift and/or move up to 30 pounds.

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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.

VAAA Equal Opportunity Employer Statement

Valley Area Agency on Aging (VAAA) is an equal opportunity employer. VAAA prohibits discrimination and harassment of any type and affords equal opportunity to employees and applicants without regard to race, color, religion, sex, national origin, age, pregnancy, disability, genetic information, or any other protected class.

Disclaimer - Other Duties

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

Signatures

VAAA Director/Representative: _____ Date: _____

Employee Printed Name: _____ Date: _____

Employee Signature: _____ Date: _____

(Employee signature above constitutes employee's understanding of requirements, essential functions, and duties of this position)