

East Missouri Action Agency, Inc.
403 Parkway Drive, Post Office Box 308
Park Hills, Missouri 63601
A Community Action Agency.

REQUEST FOR / NOTICE OF JOB ANNOUNCEMENT

DATE OF REQUEST: 8/26/2021 DEPARTMENT: Community Services
POSITION TITLE: _____ PROGRAM: Community Services

Medicaid Expense Specialist

POSITION SUMMARY: The Medicaid Expansion Specialist is responsible for providing information, application assistance and enrollment assistance to individuals and families seeking health care coverage through Medicaid. In addition, this position is responsible for conducting public education activities designed to raise awareness about Medicaid Expansion as well as to recruit eligible customers to obtain Medicaid Coverage

ADVERTISE TO: Public Agency Banked Both STATUS: Exempt Non-Exempt

LOCATION: St. Francois County

GRADE LEVEL / STEP: Grade VI AMOUNT: \$15.50 to \$16.00

CLASSIFICATION: Full-time Part-Time Temporary Emergency

DAYS AND HOURS: Monday - Thursday 7:30 - 5:00

QUALIFICATIONS: High School Diploma or GED, and four years experience in working with low-income programs, case management, or related fields, or 2 year college degree and 2 years of related experience. Valid MO Driver's License and Insurance. Good communication skills, excellent computer skills, self-motivated, work well under pressure, and able to handle multiple tasks simultaneously.

TARGET DATE FOR EMPLOYMENT: 9-27-2021

APPLICATION PERIOD DEADLINE: Until Filled

BENEFITS:

SUPERVISOR'S NAME: Nicolle Hahn

PERSON MAKING REQUEST: Nicolle Hahn

Nicolle Hahn 8/26/21 Approved Disapproved
Program Director's Signature Date

Keri McCroskey 8/26/21 Approved Disapproved
Executive Director's Signature Date

APPLY TO:
East Missouri Action Agency, Inc.
Human Resource Department
P.O. Box 308, 403 Parkway Drive
Park Hills, MO 63601
573-431-5191

Interviews will be held with leading candidates by appointment.

EAST MISSOURI ACTION AGENCY, INC.

"A Community Action Agency"
P.O. Box 308, 403 Parkway Drive
Park Hills, MO 63601
"An Equal Opportunity Employer"

1. JOB TITLE: Medicaid Expansion Specialist
2. GRADE LEVEL: VI
3. FLSA STATUS: Non-exempt
4. SUPERVISOR'S POSITION: Program Coordinator
5. SUPERVISED POSITIONS: None
6. POSITION SUMMARY:

The Medicaid Expansion Specialist is responsible for providing information, application assistance and enrollment assistance to individuals and families seeking health care coverage through Medicaid. In addition, this position is responsible for conducting public education activities designed to raise awareness about Medicaid Expansion as well as to recruit eligible customers to obtain Medicaid Coverage

7. SPECIFIC RESPONSIBILITIES:
 - a. Provide information, application assistance and enrollment assistance to any customers seeking health care coverage through Medicaid.
 - b. Conduct public education activities to raise awareness about Medicaid Expansion and to recruit eligible customers to the exchange.
 - c. Provide assistance in a timely manner.
 - d. Refer customers to other resources as needed.
 - e. Provide information in a manner that is culturally and linguistically appropriate to the needs of the customer being served.
 - f. Provide services in the strictest of confidence and abide by the Health Insurance Portability and Accountability Act (HIPAA).
 - g. Assist individual in completing the application for Medicaid

- h. Track and report enrollment data including number of applications started, completed, number of lives covered by enrollment and number of enrollees.
- i. Maintain expertise in Missouri Foundation for Health's enrollment and program specifications.
- j. Provide information and services in a fair, accurate, and impartial manner to customers seeking Medicaid Expansion
- k. Acknowledge other health programs including Affordable Care Act, and the Children's Health Insurance Program (CHIP).
- l. Complete all required Missouri Foundation for Health training for Medicaid Expansion.
- m. Comply with all state and federal privacy, security and conflict of interest standards.
- n. Perform other duties as assigned.

8. TRAINING, EXPERIENCE & SKILLS REQUIRED (QUALIFICATIONS)

- a. Associate's degree or Bachelor's degree or at least 2 years of similar job functions in direct customer service preferred.
- b. Experience in a human/social service, public health, or health care organization preferred.
- c. Advance level and knowledge of Windows, Google Office Suite, and database systems.
- d. Must have a valid Missouri driver's license and daily access to a reliable and licensed automobile.
- e. Residence in the eight-county area is preferred.
- f. Ability to understand the vision and values of EMAA and to implement the mission, purpose and goals.
- g. Be aware of and comply with all work standards, policies and procedures of EMAA, upholding organization values and client confidentiality.
- h. Knowledge and respect for diverse cultures/lifestyles and the problems of poverty in the community.
- i. Ability to handle program/client information in a confidential manner.

- j. Ability to effectively work as a team member as well as a self starter and independently.
- k. Ability to be flexible in hours of work: 7:30 am to 5:00 pm Monday through Thursday. However, some evening, weekend hours and some travel may be required on occasion.
- l. Ability to successfully communicate with the public in person and on the phone.
- m. Excellent command of English language (spelling, punctuation, grammar).
- n. Ability to communicate effectively in oral and written form.
- o. Ability to deal with confrontation and stressful situations in a constructive and professional manner.
- p. Ability to effectively and accurately implement lessons learned from formal training.
- q. Ability to keep agency records confidential and secure.
- r. Ability to gather data, compile information and prepare reports.
- o. Must maintain good attendance.

Employee's Signature Date

Program Director Date

Executive Director Date