

Public Benefits Specialist Job description

Duties and Responsibilities

- Manages assigned caseload guiding clients through the planning and application process to make obtaining benefits as efficient and problem-free as possible.
- Meet with Public Benefits Coordinator, attorney managing the case, ECC assigned to the case, and clients on strategy and implement the plan designed by the Attorney managing the case for the client - delegate to client as client may tolerate.
- Obtain information needed for Medicaid application, e.g., research assets, income information, determine whether spend down requirements have been met.
- Work with attorney's paralegal to prepare paperwork to sell or transfer assets, including beneficiary designations, pay on death, transfer on death, deeds, etc.
- Research bank accounts, health insurance premiums, stock valuations, property valuations, etc. and assist clients in gathering documents for agency.
- Process resource assessments.
- Follow up with Medicaid office to ensure all paperwork is received, answer questions from Caseworkers, comply with requests and negotiate with Medicaid office as needed.
- Represent Pennsylvania clients at Fair Hearings.
- Interface with nursing homes regarding the status of the Medicaid application, follow up on ECC's requests for clinical eligibility.
- Redeterminations as needed for clients that have renewed.
- Handle any Medicaid-related issues for Medicaid beneficiaries that are renewed clients, e.g. billing issues, unexpected Medicaid terminations, client questions as they arise.

- Obtain information needed for VA application; complete same; and follow up on status.

Qualifications

- College degree preferred
- Excellent business writing and math skills.
- Exceptional client communication skills, a desire to help others, and is comfortable working with older people, people with disabilities, their families, and other professionals.
- Able to work a regular full-time weekly schedule from 8:30 a.m. to 5:00 p.m., with one hour for lunch. Able to work longer depending on deadlines as set-forth by the Medicaid Office.
- Present a professional appearance and demeanor.
- Quick and adaptable learner.
- Excellent problem-solving skills and ability to apply common sense.
- Willing to research, learn, and follow rules and policies.
- Perform duties while maintaining the highest standard of confidentiality.
- Possess a valid driver's license and reliable vehicle as travel is required to clients' homes, long-term care facilities, financial institutions and Medicaid offices in New Jersey and Pennsylvania.
- Able to maintain composure, possess a high frustration/tolerance level, and display patience and kindness towards clients and agency contacts.

Job Type: Full-time

Salary: Based on experience

Benefits:

- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance

- Paid time off
- Vision insurance

Schedule:

- Monday to Friday 8:30am - 5:00pm