



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	-	Last Revised:	07/27/2016
Position Title:	Income Maintenance Eligibility Specialist	Department:	Human Services
Reports to:	Eligibility Supervisor	Division:	PHHS

Primary Function:

To interview and assist applicants that are attempting to obtain services through various social programs of the Eastern Band of Cherokee Indians. The Income Maintenance Eligibility Specialist will obtain detailed personal, financial and asset information to determine if patient qualifies for one of ten Medicaid/SSI programs and other means-tested services administered by the Tribe, while maintaining complete confidentiality of client data.

The duties performed under this position assumes extensive liability, on behalf of the EBCI, for compliance with all Tribal laws, federal compliance standards, and state mandates while determining eligibility for applicants. Position will perform duties as a representative of The EBCI Division of Public Health and Human Services (PHHS) and is subject to high standards for personal and professional conduct.

Job Duties and Responsibilities:

- Completes or assists the applicant with completion of application for services, including interviewing clients, computing budgets to determine eligibility for assistance, and verifying factors that relate to ongoing eligibility such as income, residence, ownership of property, etc.
- Follows through with applicants to obtain accurate and complete information within strict timeframes.
- Informs the applicant of the rules and regulations governing Medicaid and other services available.
- Initiates procedures to grant, modify, deny, or terminate eligibility for various aid programs.
- Reviews denials from Medicaid/SSI and researches denial information with applicants.
- Completes documentation reports of individuals submitted for benefits.
- Maintains compliance with policies outlined by state, local and federal regulations.
- Maintains comprehensive, accurate and up-to-date files, records and systems including specific eligibility software.
- Interprets and applies changes in program regulations to expedite applications.
- Maintains an ongoing caseload of cases.
- Coordinates with other agencies and organizations such as the hospital, health department and child support agency.
- Maintains statistical information and information required for federal, state, and local reporting.
- Provides other assistance to families and children and completes other duties as assigned.
- The major function of this job is reviewing and re-determining eligibility for persons already receiving assistance based on income and/or other factors.

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Education /Experience:

- ~~_____~~ Bachelor's Degree from a regionally-accredited college or university; or an Associate degree AND ~~four (4) to~~ two years of relevant experience required. Three or more years' previous experience in a customer service management position is required.
Experience working with eligibility services or funds management responsibilities is preferred. Knowledge of the EBCI and North Carolina public health, community health, behavioral health and/or developmental disabilities system preferred.
Knowledge of State and Federal Medicaid rules and regulations preferred.
Knowledge of EBCI human services and rules preferred. Demonstrated experience and proficient with MS Word and Excel and other software required.

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Job Knowledge:

- ~~_____~~ Three or more years' previous experience in a customer service management position is required.
- ~~_____~~ Exceptional written, verbal, organizational, problem solving and phone communication skills;_
- ~~_____~~ Ability to acquire and maintain current knowledge of NC DHHS and EBCI required.-
- As rules and regulations in the Medicaid program are continually changing, the Income Maintenance Specialist must be able to learn new manual material, be able to apply it and interpret it to the public.
- Skill in organizing both time and the workload is essential. Flexibility in work habits and the ability to digest and implement changing rules and regulations related to the different public assistance programs is necessary.
- This staff person must have a good general knowledge of human behavior and a basic understanding of social and economic problems. The worker must be interested in people and have an ability to use tact and diplomacy with people. The worker must have the ability to present oral and written information clearly and factually.
- Extreme accuracy is required, as there are large amounts of money involved in the program benefits.
- ~~_____~~ Must be a committed team player, detail-oriented, possess great communication and organization skills and be familiar with community based health services
- ~~_____~~ Proficient with MS Word and Excel and other software
- ~~_____~~ Knowledge of the EBCI and North Carolina public health, community health, behavioral health and/or developmental disabilities system preferred
- ~~_____~~ Knowledge of State and Federal Medicaid rules and regulations preferred
- ~~_____~~ Knowledge of EBCI human services and rules preferred
- Proficient writing and editing skills required and ability to manage multiple projects at the same time
- Experience working with government agencies and experience at a state, regional or county level (is this a requirement and if so how much? move up to education and experience section)

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Responsibility for Accuracy:

The Income Maintenance Eligibility Specialist is responsible for obtaining relevant and accurate information from the client applicant to determine eligibility; therefore, accuracy is paramount. Errors in data collection, documentation, record keeping or

determination of eligibility could result in lapses in client services and potentially result in physical harm to the client and/or family members. Most errors would be detected within the review and proofing procedures or in follow-up compliance checks. This position will determine service eligibility for applicants and individuals in need; therefore, undetected errors could range from minor to significant in effect.

Complexity of Duties: This position is responsible for reviewing applicant data as it relates to social service programs that have varied funding sources with varied and complex rules and regulations. The individual must have the ability to interpret policy, laws and regulations in order to recommend eligibility for services. It requires the application of judgment and problem solving skills in order to be effective, as well as the ability to express policies and services clearly to members of the community.

Contact with Others: Interacts frequently with client applicants, coworkers, other health professionals, and other entities for the purpose of exchanging information, obtaining or providing assistance. May serve on local community health committees, boards or advisory councils as appropriate. Tact, courtesy, and professional conduct are required to maintain positive working relationships and service provision to the public. Utmost sensitivity and confidentiality is required when dealing with client data, direct contact with clients, and protection of information through HIPAA requirements.

Confidential Data: All protected health information (PHI) is considered highly confidential and strict adherence to all applicable Tribal confidentiality policies, procedures and guidelines is required, including but not limited to I.H.S. regulations on privacy, 42 CFR, HIPAA, Code of Conduct, Cherokee Tribal Code, and any additional program or service standards. Improper handling of confidential information could result in serious damage to the client and staff relationships, professional reputation, and credibility of the program. Has access client applicant data and eligibility information which is considered highly confidential.

Mental /Visual /Physical Effort: Close attention to detail and mental concentration are required while performing eligibility duties. This individual may be subject to frequent interruptions requiring varied responses, which can cause distractions. Physical effort required to perform the job including sitting, standing, walking, reaching with arms, bending, manual dexterity, visual acuity, and the ability to speak and hear. Requires the analytical ability to evaluate theoretical as well as practical applications. Requires the ability to abstract thought and switch rapidly to concentrate problem-solving skills.

Environment: Will work in an office environment and meet with members of the public that may expose the employee to contagious disease and infection. May be required to provide intake services to clients in their home or other collection point. Must adhere to Tribal safety policies and procedures to maintain a safe environment for self, co-workers and clients.

Extent of Supervision: This position operates within EBCI Tribal guidelines with regard to budget. The employee ~~will receive on going supervision from the Eligibility Supervisor and~~ will develop a work plan to respond to the public with regard to eligibility for various services. The employee will participate in regular team meetings with co-workers and supervisor. The individual in this position will be considered a professional employee with the judgement, skills and knowledge necessary to apply established rules/regulations in an efficient and effective manner with limited daily supervision.

Supervision Received:

Reports directly to the Eligibility Supervisor where goals, objectives, policies and procedures are well defined. Works independently within role and established regulations and protocols are followed in support of and to achieve service delivery goals.


