

**Lane Council of Governments
Job Classification**

Classification:	Enrollment Specialist	FLSA Status:	Non-Exempt
Job Title:	Enrollment Specialist		
Division:	Senior & Disabled Services	Range:	10
Reports To:	Program Supervisor	Established:	February 2007

General Statement of Duties

Educates Medicare eligible clients, their families and providers on the changes to the TXIX prescription coverage; work collaboratively with S&DS Eligibility Specialists and Case Managers to assist clients to make informed choices.

Supervision Received

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

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Supervision Exercised

None

Resource Responsibility

Limited to moderate responsibility for monetary or human resources. Includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

MMA Enrollment (51%)

Works with clients one-on-one and in groups to explain choices available for prescription drug coverage;

Completes necessary data entry, forms, and authorizations for a smooth transition.

Educates clients, family members and providers on the changes to the TXIX prescription coverage.

Works collaboratively with S&DS Financial Service Workers and Case Managers to help clients make an informed choice.

Narrates case circumstances and agency actions on Oregon ACCESS.

Enters client data in computer files and authorizes benefits.

Communicates with S&DS staff, staff of other agencies, medical and service providers, family members and other involved parties to gather information and resolve issues.

Implements policies and procedures according to local, state, and federal guidelines.

Other Job Functions

25 Redeterminations (39%)

Reviewing the application to determine whether the application is complete and all necessary/required verifications are included.

Enters client data in computer files and authorizes benefits. Narrates client circumstances, agency actions, and decisions.

PAS Log (10%):

Manages and coordinates referrals on the PAS Log maintained on the Client Tracking System.

Working Conditions

The work is performed primarily indoors, requiring hand/eye coordination in the operation of office equipment. There is occasional travel to other sites for meetings or training, as well as occasional travel to visit clients in homes or facilities, with potential exposure to animals, diseases, unsanitary conditions, and traffic hazards.

Knowledge, Skills, and Abilities

Knowledge of issues, problems, and concerns of elderly and disabled people.

Knowledge with the Medicare Modernization Act and TXIX.

Knowledge of legal requirements, standards, regulations, policies and procedures related to programs for elderly and disabled people.

Knowledge of community resources and services for elderly and disabled people.

Skilled in effectively interviewing, communicating, and problem solving with seniors and/or persons with disabilities and their family members.

Skilled in narration and using Oregon Access.

Ability to establish and maintain effective working relationships, and communicate effectively with other employees, elderly and disabled people, representatives of other agencies and the general public using tact, courtesy and good judgment.

Ability to maintain accurate, up-to-date records and to prepare reports.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to interpret regulations and apply them to case situations.

Ability to operate standard office equipment such as telephones, personal computers, calculator and photocopiers.

Ability to physically perform assigned duties.

Education and Experience

High school diploma or G.E.D. and four years experience working in human service programs, preferably with elderly and disabled people, or any combination of education and experience that provides the applicant with the skills, knowledge, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.