Action for Older Persons

Information you can count on.
Assistance you can trust.

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Program Coordinator
Independent Consumer Advocacy Network (ICAN)
and Facilitated Enrollment

Purpose: Serving on a team of two, the Program Coordinator provides community outreach, education, and assistance to individuals in successfully applying for and enrolling in Medicaid programs including Managed Long-Term Care (MLTC) plans. For clients qualifying for an MLTC, the Program Coordinator serves as an advocate on behalf of their clients with insurance plan liaisons and assists with formal appeals, complaints, and grievances.

Services are delivered in the following counties: Broome, Chenango, Cortland, Delaware, and Otsego.

Responsibilities:

- Conducts ongoing monthly community outreach and delivers educational presentations to consumers, caregivers, local providers, and long-term care coalitions to raise awareness of the ICAN and Facilitated Enrollment programs.
- For consumers that qualify, reviews available MLTC plans, in-network providers, and program services. In addition to supporting all aspects of the enrollment process, also negotiates informally with plan liaisons. Assists consumers in understanding documentation from plans.
- Completes phone outreach to individuals who newly qualify for Medicare and previously received health insurance through Medicaid.
- Professionally handles incoming inquiries and referrals by providing information about the Facilitated Enrollment and ICAN programs as well as other relevant services.
- Coordinates with and assists individuals to facilitate their complete application and enrollment process. This process can be accomplished in-person, by phone, or via virtual meetings.
- Tracks and maintains records of completed outreach activities and applications to ensure achievement of monthly quotas and reporting deadlines.
- Develops and maintains relationships with other local human services agencies to strengthen referral pipelines and provide on-going program education.
- Utilizes a variety of resources to stay abreast of changes in Medicaid and Managed Long-Term Care plans.
- The Program Coordinator maintains all paperwork and data entry obligations and prepares/submits all reports in accordance with the Program's contractual agreements.
- Travels 2-3 days per month throughout the geographic area covered by the program to deliver services and education.

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Qualifications:

- Minimum of an Associate's degree in Human Services or a high school degree and at least two years experience working in human services.

Required Skills:

- Ability to represent the agency in a professional manner with tact and diplomacy.
- Good oral and written communication skills.
- Excellent interpersonal skills.
- Computer literacy.

Other Requirements:

- Must have a valid NYS Driver's License, their own vehicle, and automobile insurance, and a willingness to travel on a regular basis.

Benefits:

- Health Insurance; employer pays 81% of the monthly premium
- Paid time off including 11 vacation days
- SIMPLE IRA retirement plan with employer match

Salary Range:

- $46,000 - $48,000 based on experience. The position is full-time (37.5/week – 5 days a week) and non-exempt.

Interested applicants should submit their resume to Jessie Stone He, Executive Director at jstonehe@actionforolderpersons.org.

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