Medicare Specialist

Access to Healthcare Network (AHN) is a vibrant, dynamic non-profit organization interested in recruiting like-minded healthcare professionals with a passion for working in an exciting, fast-paced environment. This position involves the opportunity to truly make a difference in people's lives! In becoming a part of the AHN team, you will be treated with the utmost respect and quickly become part of our family.

If you want to enjoy going to work, getting the support and assistance you need to do your job effectively, and crave an environment of caring and commitment, please continue reading:

The Medicare Specialist will ensure up-to-date Medicare information and assistance is provided to Nevada residents via the help line. This position will assist Medicare beneficiaries and advocates understand Medicare benefits, select appropriate Part D plans and troubleshoot difficult Medicare calls/cases. This position requires some travel throughout Northern Nevada.

MAIN QUALIFICATIONS:
• Minimum Education: AA Degree, Preferred BA Degree
• Minimum Experience: 2 years Social Program experience preferred
• Medicare S.H.I.P counselor certification and/or a minimum of 2 years Medicare experience

KEY RESPONSIBILITIES AND ACCOUNTABILITIES:
• Field inquiry calls from interested parties, explain Medicare and related programs
• Field calls from E&E, State of Nevada and Ryan White referral sources; answer client and partner questions on Medicare and related programs
• Make timely disposition of calls and take appropriate actions on inquiry calls, questions and referrals
• Make public presentations on Medicare after training
• Provide Medicare support and training for the Health Resource Specialists, as needed
• Accurately and effectively use SHIP talk
• Accurately and effectively use Salesforce
• Assist with the creation and maintenance of Medicare related information in Salesforce
• Work closely with Eligibility & Enrollment Manager and Help Line Supervisor to ensure that program issues are handled efficiently
• Create and maintain effective working relationships with partner organizations
• Implement critical thinking abilities with an emphasis on research skills and resourcefulness
• Attend community events as needed to represent SHIP/SMP
• Provide client counseling services by phone or in person to meet client needs
• Provide referrals to appropriate community resources to meet client needs
• Assist with volunteer training in shadowing, SHIP Talk data entry and answering questions as needed
• Record Client Contacts on SHIP Talk data entry form and SMP data entry forms
• Follow all HIPPA guidelines
OTHER REQUIREMENTS:
• Ability to be both compassionate and professional while serving our population
• Ability to evaluate callers' needs
• Knowledge of health care delivery and/or health care insurance
• Demonstrated experience in planning and execution of organization communication
• Bilingual Preferred (English/Spanish)
• Ability to describe and communicate complex concepts
• Maintain working knowledge of social services available throughout our community; establish and maintain appropriate working relationship with persons and agencies involved
• Attend community meetings as requested
• Abide by all HIPAA requirements
• Must attend staff meetings and be willing to meet with manager on a consistent and regular basis
• Gain a clear and basic knowledge of Access to Healthcare Network Services
• Gain a basic and clear working knowledge of the Shoretel phone system
• Gain a basic and clear working knowledge of Salesforce
• Ability to be both compassionate and professional while serving our population
• Ability to be both compassionate and professional with staff
• Ability to adapt to changing work environment and duties
• Schedules are based on departmental needs and may change at any time
• Must have a Drivers License and be able to drive the company car when needed
• Must be able to lift 30 pounds on a consistent basis
• Other duties as assigned

WORK ENVIRONMENT
• The noise level in the work environment is usually moderate and the employee usually works in a climate-controlled office environment

The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties and skills required of employee(s) so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Access to Healthcare Network. Furthermore, they do not establish a contract or implied contract for employment. As an equal opportunity employer, we are committed to identifying and developing the skills and leadership of people from diverse backgrounds. We encourage all qualified candidates to apply.

As a full time employee at Access to Healthcare Network you will qualify for:
• Medical and Dental/Vision benefits
• 92% employee medical premiums paid by AHN
• 50% employee dental premiums paid by AHN
• Spouse and dependent coverage
• Health Reimbursement Account
• 32 hours PTO annually
• 10 days paid sick leave annually
• 15 days paid vacation leave annually
• 8 paid holidays annually
• 3 - 5 days bereavement leave
• Employee Assistance Program