

Broward Regional Health Planning Council, Inc.
Position Description
Position: Benefit Support Services Specialist, Part- Time

“At Will” Employment

The Broward Regional Health Planning Council is an “at will” employer. Consequently, employees serve at the pleasure of the Council without entitlements or “property rights” to continued employment. The employment relationship can be severed at any time by either the employee or the Council for any reason or no reason (except for an unlawful reason). Some positions at the Council are also dependent upon the receipt of grant funding for specified programs. Lack of funding, including curtailment of grant funding can be a cause for the Council to terminate the employment relationship.

Nothing set forth or contained in the Personnel Policies of the Broward Regional Health Planning Council, as it now exists or may in future be amended, shall change, alter or amend the “at will” status of Council employees. No Council manager or officer has any authority to make any arrangement or to make any agreement for employment other than for employment “at will” or limiting the discretion of the Council to modify any conditions of employment.

Nature of Work

Benefits Support Services staff shall verify client's eligibility is established by reviewing the certification in the designated HIV MIS System. Staff shall perform an eligibility and financial assessment at each visit in addition to reviewing client's eligibility certification in the designated HIV MIS System. Staff will review client's eligibility for all funding streams and services for which client may qualify. Staff will follow-up with referrals as appropriate. The purpose of the assessment is to ensure client's access to all services client may be eligible for and the status of Ryan White as payer of last resort.

The target population shall include low income Broward County residents with HIV who have an active health insurance coverage plan including private insurance, Medicaid, or Medicare. Eligible clients must have an income of less than or equal to 400% of Federal Poverty Guidelines.

Supervision

The Benefit Counseling Specialist will function under the direction of the Eligibility Program Manager

Reviewed for content and approved
by independent HR Consultant

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Examples of Essential Job Functions

Benefits Support Services staff shall schedule a client intake within five (5) business days from the time the client is verified eligible to receive Ryan White Part A Benefits Support Services. Staff shall provide the client with an orientation to include other providers of the service, client grievance process, client confidentiality, client Rights and Responsibilities, and Orientation shall be documented in the client file.

- Will create an assessment for each client
- Will create Goals and objectives with timeframes and measurable outcomes
- Will track clients use of insurance, by way of attending medical appointments, getting current lab work, and taking medications
- Will ensure client has current eligibility in RW Part A and ADAP

Ability to establish and maintain effective working relationships with the general public, and co-workers of diverse cultural and linguistic backgrounds, regardless of race, color, religion, age, gender, ethnicity, disability, sexual orientation, marital status or political affiliation.

Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of Broward Regional Health Planning Council's Ethics, Conflict of Interest, Confidentiality and HIPAA policies.

Education Requirements

- Earned Bachelor or graduate degree from an accredited institution with a major in either social work or social services field or
- Minimum of two years' experience of working with medical insurance claims and experience working with clients providing direct services in relationship to eligibility and benefits..

Other Requirements

- Knowledge of how to engage individuals in trusting relationship
- Ability to explain health insurance coverage options
- Ability to maintain effective working relationships with others
- Ability to maintain confidentiality of protected health information
- Ability to refer individual to appropriate community-based resources
- Satisfactory local and level II background screening
- Valid State of Florida Driver's License with appropriate insurance coverage
- Access to reliable transportation

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- Position requires flexible scheduling based on client needs

Skills

- Client assessment
- Written documentation
- Adherence assessment and reinforcement
- Time management
- Strong computer skills
- Strong analytical skills
- Excellent verbal communication skills
- Ability to create, maintain, and update client case files
- Ability to multi-task

Additional requirement based on the type of setting and/or project

- Knowledge of substance abuse
- Knowledge of women's health
- Knowledge of medical issues
- Knowledge of eligibility criteria and other public benefits
- Knowledge of federal, state and local assistance programs providing HIV/AIDS services for persons in Broward County
- Experience in public and/or private eligibility determination in private insurance, Medicaid and other third party payer
- Experience serving people living with HIV/AIDS

Training of the Benefit Counseling Specialist

- HIV Basic Training, CIED primer training, and ACA training and updates
- Annual HIV Updates
- Staff must have a minimum of 8 hours of training annually on medically-related topics provided at monthly Performance Quality Improvement (PQI) meetings
- Customer service training
- Ryan White Provider and Resource Services for Ryan White clients

Effective Representation

Represents the agency in a professional and respectful manner in working with clients, vendors, fellow employees, and all members of the public without regard to race,

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religion, age, disability, gender, national origin, sexual orientation, or other non-job related criteria. Expected to exercise professional judgment at all times.

Ethical Conduct

Meets work obligations in a manner which effectively represents the best interests of tax payers and all members of the public without conflict of interest or personal gain beyond approved benefits and compensation. Takes positive action to avoid and report to supervisors any real or perceived conflicts of interest. Acts as a positive role model for colleagues and clients. Is an effective steward of agency resources, including funds, equipment, e-mail and other property.

BRHPC is an equal opportunity employer and participates in E-Verify.

FLSA Status

Non-Exempt (Hourly)

Employee Signature

Date

Supervisor Signature

Date

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