JOB DESCRIPTION
Medicare Insurance Counselor (SHIP) Case Manager
Hiring Salary Range: $48,170 - $56,535
Open Until February 25, 2022

Pikes Peak Area Council of Governments (PPACG) will not sponsor applicants for H-1B Work Visas.

To apply for the position, complete an application and send it along with a cover letter and resume to Barb Watson at the address listed below. An application can be found at www.ppacg.org; there's a link at the bottom of the page for HR/Employment.

Barb Watson, Human Resources Manager
Pikes Peak Area Council of Governments
15 S. 7th Street
Colorado Springs, CO 80905
EMAIL: bwatson@ppacg.org
Fax: 719-301-4986

Benefits:
- Sick Time
- Vacation Time
- Holiday
- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Short-Term and Long-Term Disability Insurances
- Hospital Indemnity Insurance
- Flexible Spending Account
- Vacation Buy
- Retirement Plan

This is a position with the Pikes Peak Area Council of Governments, Area Agency on Aging (PPACG AAA) Senior Insurance Assistance Senior Information and Assistance Center. This position acts as a SHIP (State Health Insurance Program) Counselor and Community Information and Assistance Case Manager. This position must have the ability to work well with varying socio-economic and cultural backgrounds among older adults and disabled individuals. This position performs all aspects of Medicare professional service to include validating Medicare eligibility, plan analysis and comparison, benefit review, claims, billing, suspected fraud and abuse. Specific knowledge required of State, Federal, and local benefit programs, services and agencies.

This position may require specialized emphasis on certain areas that will be defined at the time of employment. Those may include, but not limited to Senior Insurance Assistance (SHIP certification required), Family Caregiver Support Center, In-home voucher program, Lifeline/reassurance program.
Duties include but are not limited to:

- Perform all aspects of Medicare insurance counseling to include validating Medicare Prescription Drug, Medicare Advantage, and supplemental eligibility, analysis, benefit review, claims, billing, appeals, grievances, and potential fraud and abuse.
- Requires above average problem-solving abilities with good judgment and discretion
- Must apply strong analytical and decision-making skills with high attention to detail and accuracy
- Ability to provide consultation and technical assistance to Medicare beneficiaries in using the Medicare.gov website and the Medicare Plan Finder search engine tool
- Provide person-centered options counseling to link older adults, individuals 60 and over to community programs and services, coordinate eligibility determination, and assist with enrollment
- Explore a complete set of options and resources with clients; provide education, guidance and support to help clients understand and access available services and benefits
- Empower clients by providing support in decision making and planning for the future; assist clients to develop and implement a written plan when appropriate
- Investigate reported problems in service or assistance with Social Security, Medicare, Centers for Medicare and Medicaid Services (CMS), and Medicaid; follow-up as needed to insure problem is resolved
- Author appeals, requests for review and hearing requests to Medicare and other insurance providers as needed for payment of client’s claims
- Monitor program effectiveness using client surveys to identify unmet needs in service areas
- Access and input information into reporting and informational databases
- Responsible for data collection, data entry and completing reports into multiple reporting systems
- Protect the privacy and security of beneficiary and client health information by maintaining strict confidentiality in accordance with HIPAA policies and guidelines
- Develop working relationships with professionals in related fields
- Participate in weekly Direct Services Team meetings
- Speak to/participate in groups and organizations to educate, advocate for, and increase awareness of the needs of older adults and their caregivers in Region 4 and promote all programs of the PPACG AAA
- Provide assistance covering the PPACG AAA reception area as needed
- Other duties as assigned

**Supervisor**  
Direct Services Team Supervisor

**Required Education and Experience**

1. Bachelor’s Degree in a human services curriculum plus a minimum of 2 years of progressively responsible experience with an agency serving human services needs, providing counseling or case management, or
2. Associates degree in a human services curriculum plus a minimum of 4 years of progressively responsible experience with an agency serving human services needs, providing counseling or case management
3. May have commensurate work experience of at least 6 years in lieu of a degree.

- This position requires ongoing specialized training, instruction, and certification in Medicare Health Insurance as a SHIP Counselor through the Division of Insurance, State of Colorado. The position requires advanced knowledge to analyze and interpret complicated Medicare beneficiary situations.
Must demonstrate proficiency in all aspects of Medicare, to include insurance eligibility, benefit review, plan analysis, claims billing, appeals, grievances, and suspected fraud and abuse. Additional certification required for Certified Medicaid Assistance Site Counselor and Senior Medicare Patrol Counselor.

- Computer aptitude, with skills in Microsoft Office, Excel, website and database software, and the ability to learn new computer software applications
- Prefer knowledge of community resources for the elderly, caregivers and the disabled as well as of community service agencies