

ROWAN COUNTY HUMAN RESOURCES

JOB DESCRIPTION

Job Title: Income Maintenance Technician
Department: Social Services
Revised: February 2023

Class : Paraprofessional
FLSA : Non-exempt

This job description supersedes any prior description for the Income Maintenance Technician classification.

GENERAL DESCRIPTION

Supportive role to the staff of the Income Maintenance Division. Specific duties include eligibility determination, scheduling for Non-Emergency Medicaid Transportation (NEMT) trips, completing billing and required hearings, and providing excellent customer service for NEMT clients and vendors; processing Medicaid estate recovery claims; researching addresses based on returned mail from the various programs; assisting with the local and state hearing scheduling and mailing of documents; providing support to caseworkers by running various reports, mailing out documents, and obtaining verifications by phone as assigned; updating information in the childcare provider portal as assigned; serving as a backup as needed for the office assistant team; and other clerical duties by assisting with varied clerical functions, research, and correspondence with clients.

Work is performed under the supervision of an Income Maintenance Supervisor. Work is reviewed through observation, evaluation, and periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Determines eligibility for Non-Emergency Medicaid Transportation (NEMT) assistance by completing an assessment interview with Medicaid recipients to determine if transportation can be provided, the type of transportation needed, the destination of the transportation to be provided, and how the transportation assistance will be paid. Schedules the transportation with the appropriate vendor by the least expensive means most suitable to the recipient's needs; considers best mode of transportation based upon any special needs of the recipient including wheelchair bound, disabled persons needing an attendant, language barriers, medical restrictions established by the recipient's physician, etc. Maintains a log of all NEMT recipients approved for transportation assistance, tracks "no-shows" and "deadhead miles", and the cost approved via the provider contract to ensure the County is not paying for services in error. Reviews and processes billing statements from transportation providers accurately to reflect the agreed upon charges stipulated in each provider's contractual agreement; Prepares hearing summaries and all documentation and policies needed when the recipient requests an appeal to the termination of transportation assistance; prepares requested NEMT local hearings and provides testimony during the local and/or state hearing. Assist with annual contract process for NEMT vendors for each fiscal year.

Maintains and updates a listing of all available transportation services including free transportation provided within the community and costs and schedules of other transportation services including buses and volunteer organizations provided within the community.

Completes Medicaid estate recovery claims as received from the State DHHS office for deceased beneficiaries in Rowan County

Research addresses for mail returned to the agency as undeliverable and mail-returned report in NC FAST

Logs in State appeal requests, submits these requests to the Appeals Section in Raleigh, maintains a log of hearing dates and times, and notifies the IM Caseworker and supervisor.

Assists Caseworkers by mailing letters and other documents to the client and/or to the State. Arranges appointments and obtains necessary information or verifications for Caseworkers by telephone and or electronic communication (fax, email, etc.) as assigned

Updates Subsidized Child Care Assistance Provider Portal information as assigned by SCCA leadership

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of and ability to use the Compass electronic documents system for scanning information to Caseworkers.

Ability to prioritize work, possess efficient time management skills, and to work independently.

Ability to communicate with the public, both orally and in writing.

Ability to understand the needs and problems of clients.

Ability to organize materials.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Associate Degree in Human Services, Business Administration, Paralegal Technology, or related area; or graduation from high school and two years of paraprofessional or clerical public contact experience which includes negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data, and/or the performance of mathematical or legal tasks; or an equivalent combination of training and experience. Computer skills are desirable.

**This job description does not create an employment contract,
implied or otherwise.**