

MINNESOTA HEALTH INSURANCE PROGRAM REPRESENTATIVE 1

KIND OF WORK

Paraprofessional work determining eligibility for and monitoring/maintaining enrollment of qualified individuals and families into a state subsidized health care program for people who live in Minnesota and do not have access to health insurance.

NATURE AND PURPOSE

Under general supervision, an employee in this class performs paraprofessional work in determining eligibility and monitoring/maintaining enrollment of eligible individuals and families in the MinnesotaCare Program. Work requires both simple and complex decision-making while meeting production standards and deadlines. Extensive phone contact is required with applicants and enrollees of the MinnesotaCare Program, their families and advocates, and the general public. The employee is responsible for learning and applying new policies and procedures to ensure accurate eligibility and premium determinations.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Independently research and respond to inquiries from applicants, enrollees, families, advocates and the general public.

Resolve or facilitate resolution of caller concerns and systems-related problems.

Review applications and determine eligibility and premium.

Identify and obtain data and verifications required to document eligibility and premium determinations.

Enter information into Medicaid Management Information System (MMIS).

Maintain caseload and monitor subsequent case activities related to billing, payment, status changes, cancellation and re-enrollment.

Interpret insurance, tax and other income-related documents.

Perform simple to complex insurance, income and asset related calculations.

Provide information and enroll MinnesotaCare enrollees into managed care health plans.

Make referrals to county agencies for medical support and coordinate services with county agencies.

Update and keep proficient on policies, procedures, practices, forms and available resources used in relationship to his/her job functions.

Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Policies, procedures, operations, cycles and systems governing the Minnesota Health Care Programs, MinnesotaCare program and the Department of Human Services.

Working knowledge of personal computer operations and software programs and systems used by the department in its internal and external operations.

Skill in:

Basic math and income/benefit eligibility calculations.

Customer service and interpersonal business conduct sufficient to support the agency's mission.

Oral and written communications sufficient to apply to individual information exchanges, and telephone and/or written communications efforts.

Human relations sufficient to communicate with a wide variety of customers.

Reading comprehension, problem solving, and analysis sufficient to understand and apply written policies and procedures, identify problems and resolutions and satisfactorily perform examples of work.

Ability to:

Establish and maintain effective working relationships with other staff, enrollees, their families and advocates, county Human Service agencies, other state agencies, pharmacies, clinic personnel and the general public.

Learn and apply changes in policy, procedures and systems used to make MinnesotaCare eligibility and premium determinations.

Research, analyze applicant situations and apply appropriate policies, procedures and criteria to make determinations and decisions.

Est.: 06/05/1995

Rev.:

Ckd.:

T.C.: 2013

Former Title(s): MN Care Enrollment Rep