



ABC for Rural Health, Inc. **POSITION DESCRIPTION**

<i>Position</i>	Health Benefits Assistant
<i>Supervisor</i>	Mike Rust, COO ABC for Rural Health, Inc.
<i>Hours</i>	Full time, part time or hourly, depending
<i>Compensation</i>	Depending on experience
<i>Fringe Benefits</i>	Eligible for benefit package, including health insurance, disability insurance, and retirement benefits



ABC FOR RURAL HEALTH

ABC for Rural Health (ABCR) is a nonprofit, public interest health care advocacy organization that helps Wisconsin individuals and families – especially families that have children with special health care needs – get, keep and use health care coverage. ABCR is located in Balsam Lake, WI and is the subsidiary of ABC for Health, a nonprofit, public interest law firm in Madison, WI.

POSITION SUMMARY

ABC for Rural Health is seeking a full time, part time or hourly arrangement for a Health Benefits Assistant **Health Benefits Assistants (HBA)** to provide staffing for contract work with private and public health care providers. HBA will provide information and referral and advocacy services to individuals and families seeking to obtain, maintain, or effectively use health care coverage and or finance health care services. Good candidates will have strong individual advocacy skills, good organization and communication skills, and leadership potential. The HBA works on client services, materials development, and training, and provides general administrative support to the office. Legal training or experience is preferred but not required. Fluency in Spanish preferred but not required. Some travel may be required. Remote work or Telecommuting options may be available and negotiable after completing a newly hired period of 6 month.

Successful applicants:

- Will complete an introductory training program with ABCR and ABC for Health
- Must be willing to complete training and receive certification as a Certified Application Counselor for the Affordable Care Act federal Marketplace.
- Must be able to provide support and assistance for BadgerCare and Medicaid applications and reviews and must successfully perform online applications
- Will comprise a pool of HBA’s available to staff provider contracts for a planned program expansion.

DUTIES AND RESPONSIBILITIES

- Conduct initial intake interviews with individuals requesting assistance, identifying the problem and the relief desired, and collecting information necessary to determine eligibility for assistance programs and to prepare caseload statistics.





- Provide clients with information, referrals and counseling to help them identify financing resources, obtain public health benefits such as Medical Assistance, and maximize benefits available under health insurance and HMO plans.
- Perform online applications with clients for the ACA federal Marketplace and for the Wisconsin BadgerCare Plus and Medicaid programs.
- Assure completeness of applications and submission of supporting materials.
- Provide information and referrals to help clients with issues outside of agency scope.
- Record information in client services database and facilitate maintenance of the database as well as data tracking for provider contracts or other case management tasks.
- Report on case status and disposition at weekly case meetings with attorneys, advocacy staff and student interns.
- Provide general administrative support in the office including but not limited to, answering the phones, coordinating mail and helping with travel and meeting coordination
- Work cooperatively with community health and social service agencies and providers.
- Assist with other tasks as assigned and as needed.

KNOWLEDGE AND SKILLS REQUIRED

- Excellent communication skills.
- Excellent organizational skills, attention to detail and accuracy.
- Computer literacy including familiarity with Microsoft Office Suite.
- Service industry phone and personal customer experience
- Ability to speak before groups and to prepare oral and written reports.
- Ability to work with community groups and coalitions.
- Ability to handle pressured situations manages multiple tasks and work independently.
- Ability to provide effective advocacy for clients.
- Positive Can Do Attitude
- Some familiarity with health and social service programs helpful
- Legal research skills helpful
- Bilingual (English-Spanish) helpful