

POSITION: Medicaid Eligibility Specialist
DEPARTMENT: Department of Social Services
Grade: Grade 22 IMC I in a work against status
Grade 24 IMC II
Starting Salary: IMC I \$31, 684.12 **IMC II**
\$34,931.00
Position Number: 5300107
Posted: November 2, 2023
Closing Date: November 16, 2023



RESPONSIBILITIES:

This position is housed within the Medicaid Unit of the Dept. of Social Services and conducts and correctly determines the applicant's eligibility for North Carolina's Medicaid programs. Eligibility Specialists are responsible for interviewing applicants, gathering data, including but not limited to income and resources, obtaining necessary verifications, requesting medical information, and inspecting documents; which when verified, forms the basis for determining eligibility for any one of several Medicaid programs.

KNOWLEDGE, SKILLS, AND ABILITIES:

Good mathematical reasoning and computational skills. Ability to communicate with clients, applicants, and the public to obtain data, and to explain and interpret rules, policies, and procedures. Ability to understand the needs and problems of clients/applicants. Ability to learn the program area of assignment and all agency programs and services which could affect the client/applicant.

Advanced Medicaid Eligibility Specialists will have considerable knowledge of the program/areas of assignment. General knowledge of all agency and community programs and services which could affect the client/applicant. Good mathematical reasoning and computational skills. Ability to read, analyze, and interpret rules, regulations and procedures. Ability to communicate with clients/applicants, the public at large, and public officials to obtain data, and to explain and interpret rules, regulations and procedures. Ability to instruct and to evaluate the work of lower level employees. Ability to perform caseworker functions within structured time frames.

EDUCATION AND EXPERIENCE: College education or high school graduation and 2 years of specific experience in a paraprofessional, clerical, or other public contact roles which included negotiating, interviewing, explaining information, gathering and compiling of data, analysis of data and/or performance in mathematical or legal tasks with at least one year of such experience being in an income maintenance program; or graduation from high school and three years of paraprofessional, clerical or other public contact experience which included negotiating, interviewing, explaining information, the gathering and compiling of data, the analysis of data and/or the performance of mathematical or legal tasks; or equivalent combination of training and experience. Exemplified computer proficiency is a must in this role.

One year of experience as a Medicaid Eligibility Specialist (Income Maintenance Caseworker I) is required for advanced Medicaid Eligibility Specialist role (Income Maintenance Caseworker II); all others will be hired at level I with a corresponding salary grade.

SELECTION PROCEDURES: A screening committee will review applications to select the best qualified applicants for the administration of a structured interview

SPECIAL REQUIREMENTS: Valid Drivers License

HOW TO APPLY:

Applicants must register online or in person with NCWorks. A State application (PD-107) is required and may be obtained at and submitted to the
NC Works Career Center
23 Macon Avenue
Franklin, N.C.

Mail to:

5 West Main Street
Franklin, NC 28734

and must be submitted on or before the closing date. **Online applications are not available.** Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER

All prospective employees are subject to a criminal background check