

Income Maintenance Caseworker III (530053)

Department of Social Services

Grade: 26

Starting Salary: \$37,390.34 (\$17.9761 hourly)

Closing Date: May 25, 2023

General Definition or Description of Work

This position is an Income Maintenance Caseworker III (IMC III) in the Adult Assistance Programs Section and conducts the initial intake interviews and determines the applicant's eligibility for medical assistance, and/or financial assistance with the cost of care in long term care, adult care facility, and/or special assistance in a rest home or Medicaid eligibility for the Community Alternative Program. This position directly performs enrollment and eligibility activities in NCFast.

This position is responsible for performing the function of eligibility redetermination or review of the recipient's case on a periodic basis in order to re-verify the recipient's eligibility for continued participation in the income maintenance programs of Medical Assistance. The IMC III must also determine eligibility for assistance in another aid program/category due to a change in situation or living arrangement.

The IMC III may conduct interviews and completes documents on applications for the Low Income Energy Assistance Programs and Crisis Intervention Program.

The IMC III in this position has the ability to fully and accurately implement federal and state mandated regulations to insure the recipient receives all benefits to which they are entitled to while concentrating on all procedural requirements in an effort to reduce county errors and prevent the cost of errors from being charged back to the county.

The IMC III in this position has the ability to fully and accurately implement the Alexander Exit Plan to insure the applicant receives all benefits to which he may be entitled as expediently as possible while concentrating on all procedural requirements to prevent imposition of penalties and fines and reduce county errors.

This position may be required to appear in a state hearing/court if a client is dissatisfied with an eligibility decision or the possibility of fraud has occurred.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

An IMC III in the Long Term Care Unit may/does initial intake and processes applications and assessments as well as doing redetermination of eligibility, takes action on changes and if necessary, completes program transfers.

A. INTAKE

The IMC III may conduct initial interviews with all persons visiting the Income Maintenance Unit: assess the need of their request, explain all applicable programs, initiate application in the aid category of the client's choosing, explain in depth all requirements, rights and responsibilities of both client and agency, make proper referrals, and respond to any unusual emotional or physical state of the client in an atmosphere of mutual respect and trust. It is crucial that the

IMC III be able to gather the needed information at the initial interview to determine if an Assessment of Assets is to be completed. This IMC must initiate and process all long term care assessments with or without application and in addition the rules governing Spousal Impoverishment must be observed to allow for the protection of certain assets and income for the community spouse. Also, the IMC III must be knowledgeable of the Estate Recovery policy and be able to effectively explain to the applicant.

The IMC III must retain a current and thorough understanding of federal programs and policies, state and departmental rules, regulations and procedures in the multitude of complex programs.

B. PROCESSING OF APPLICATIONS AND REAPPLICATIONS

The IMC III must offer assistance in obtaining the information requested from the client. If the client accepts assistance, or is hospitalized, housebound or otherwise impaired as described in the MAABD manual the IMC III is held responsible for obtaining the requested information.

The IMC III must determine the deficit in income and payment to establish the Special Assistance Payment. For Private Living cases the IMC computes a budget to determine deductible cases on excess income and once the deductible is established, medical expenses are evaluated to determine eligibility. In Long Term Care budgeting, the IMC verifies income, deems to spouse (if appropriate), considers unmet medical needs and determines the monthly patient liability.

C. REDETERMINATION OF ELIGIBILITY (REVIEWS AND CHANGES IN SITUATION/PROGRAM TRANSFERS)

The IMC III will maintain an ongoing active caseload in the following Medicaid categories: Long Term Care, Community Alternative Program, and Special Assistance. In re-determining eligibility of a recipient, the IMC III must use the interviewing process to ascertain any changes in the situation of the recipient. Updated budgets must be completed in determining payments, liabilities and deductibles. Proper notification must be sent to notify recipients of continuing eligibility or termination of assistance and their rights to appeal such decisions.

During the process of program transfers, the IMC III must explain the appropriate eligibility factors of the program for which the recipient requires assistance. Also close working relationships are established between the IMC III, LTC or adult care facility staff, hospital staff, medical providers, Social Security Administration, attorneys and other agency staff.

D. OTHER

The IMC III is required to perform duties as outlined in the Macon County Department of Social Services Shelter Management Manual and any other duties assigned by the supervisor or director.

Knowledge, Skills and Abilities

Thorough knowledge of income maintenance program assigned. Considerable knowledge of all agency and community programs and services which could affect the client/applicant. General knowledge of income maintenance programs. Good mathematical reasoning and computational skills. Ability to read, analyze, and interpret a variety of regulations, policies and procedure of varying complexity. Ability to work independently and prioritize work. Ability to instruct and evaluate work of lower level employees. Ability to train employees in new and existing rules, regulations, policies and procedures. Ability to understand the needs and problems of clients/applicants. Ability to perform caseworker function under and within structured time frames.

Education and Experience

- High school diploma or GED with two years of experience in level II income maintenance casework.

Work Schedule:

Work is generally carried out Monday through Friday 8:00 a.m. to 5:00 p.m. During an emergency, this position may have assigned duties at the Red Cross Shelter as required by Leadership.

Special Requirements:

A valid driver's license is required.