



## **SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT**

105 Ninth Street, Unit 21  
Watkins Glen, NY 14891  
(607) 535-8190 Fax: (607) 535-8193  
E-Mail: [ljohnson@co.schuyler.ny.us](mailto:ljohnson@co.schuyler.ny.us)

Lorry Johnson  
Personnel Officer

### **Job Opening**

# **Insurance Counseling Coordinator**

**Schuyler County Office for the Aging**

**LAST DATE TO FILE: Applications accepted until position is filed.**

**SALARY: \$20.02/hr with excellent benefits**

**VACANCY: At the present time, there is one full time, 35 hr/week, opening in the Schuyler County Office for the Aging. **The person hired will need to take a Civil Service test at a later date and be reachable on the list to gain permanency in the position.****

**HOW TO APPLY: Submit Civil Service application to the Schuyler County Civil Service Office, 105 Ninth St., Unit 21, Watkins Glen, NY 14891. Original applications must be received in the Civil Service office by the deadline date. Faxed and emailed applications will be accepted.**

**RESIDENCY REQUIREMENT: Candidates must have been **legal residents of Schuyler or a contiguous (Chemung, Seneca, Steuben, Tompkins and Yates) county** for at least one month immediately preceding the date of the written examination. Preference in appointment may be given to a resident of the jurisdiction for which there is a vacancy.**

**JOB DESCRIPTION: The position involves responsibility for coordinating a program of health insurance counseling for older adults regarding various government and private programs providing coverage for health benefits, long term care, and related matters. In addition, this position is responsible to develop and carry out community outreach programming related to general OFA services as well as NY Connects. This position receives and provides training on a routine basis. Does related work as required.**

**TYPICAL WORK ACTIVITIES:**

Becomes a certified HIICAP counselor within four months of appointment and maintains such status;

Provides insurance counseling services to consumers in accordance with State and Federal statutes and regulations, as related to but not limited to, Medicare/Medicaid; Medicare Improvements for Patients and Providers Act (MIPPA); screening for the Medicare Savings Program and Low Income Subsidy as well as EPIC; long term care insurance; private and employee provided health insurance; and retirement plans;

Creates and/or orders and maintains appropriate electronic and hard copy resource materials for counselors and others interested in obtaining more information about HIICAP;

Calls insurance companies and providers to resolve billing disputes and claim issues and works through the appeals process with consumers;

Makes home visits as necessary as it relates to health insurance counseling;

Plans and teaches Medicare 101 classes as well as other related subject material;

Ensures that state regulations are followed in regard to programs/services;  
Recruits, trains, and monitors volunteers who provide insurance counseling services;  
Attends training required by the state and as offered by other pertinent entities regarding health insurance;  
Assists in establishing or maintaining contact with persons or organization in the community that may provide necessary resources for individuals serviced by the agency for insurance related matters;  
Speaks to community groups, medical practices and organizations to educate them on HIICAP-related topics, which may involve evenings and weekends;  
Assists with outreach activities, including tabling events, related to services of Office for the Aging;  
Uses computer database to collect and record client information including demographic, contact, and service provision information;  
Maintains hard copy client records as needed;  
Prepares required reports for submission to the state as well as for use by the Advisory Council and as otherwise deemed necessary;  
Creates advertising pertaining to health insurance counseling for electronic and print media;  
Assists with Facebook posts for the Office as well as helping to maintain/update the OFA website;  
Assists in soliciting consumer satisfaction surveys and providing opportunities for program contributions from clients served;  
Serves on related coalitions/committees and assists in establishing coalition/committee efforts;  
Creates articles for the OFA Golden Glow news letter;  
Completes bi-weekly time study per state requirements;  
Works with fiscal staff and director on program budget and has input on related expenditures to meet program needs.

**MINIMUM QUALIFICATIONS:**

Associate's degree or higher in a behavioral science, and one year of experience in a human services position or in a position that involved explaining health insurance programs.

\*Note: Behavioral Science is coursework/degree in psychology, sociology, anthropology, counseling, criminal justice, gerontology, human behavior/services, social work/social welfare, and vocational rehabilitation.

Applications and announcements are available at [www.schuylercounty.us](http://www.schuylercounty.us)  
or the Schuylers County Civil Service Office  
105 Ninth St., Unit 21, Watkins Glen, NY 14891 (607) 535-8190

Issue Date: June 17, 2021