

Department: Transportation Resource Center  
Reports to: NEMT Manager

### General Statement of Duties

The primary purpose of this position is to provide non-emergency Medicaid transportation customer service/public assistance to Buncombe County customers in person or by phone. This position will screen customers at the agency front desk or in phone calls to the call center, for information, gather data, explain services and programs, interpret regulations and policies, explain appeal rights and make appropriate referrals, will be able to pull up client files and respond to questions that previously were sent to caseworkers. Position will perform duties as a representative of a public agency and is subject to high standards for personal and professional conduct.

### Distinguishing Features of the Class

This worker is responsible for receiving all Medicaid transportation customers visiting the agency or calling by phone. The worker must briefly interview customer to obtain sufficient information and assess the customer needs for Medicaid transportation, offers assistance to visitors in a friendly, courteous caring way. This worker must assure confidentiality of customer information is not compromised. Complexity of subject matter is substantial in this position as employee is responsible for evaluating, interpreting and explaining agency Medicaid transportation services, policies and procedural regulations. Employee encounters a variety of problem situations and independently determines appropriate course of action with little supervision and is responsible for serving as an agency image.

### Duties and Responsibilities

#### Essential Duties and Tasks

- Screen customers for information and gather data.
- Explain services and programs, interpret regulations and policies, explain appeal rights and make appropriate referrals to caseworkers.
- Accessing customer records to answer questions on the status of case and in-putting changes as needed.
- Selecting appropriate transportation provider and scheduling appointments for transportation services.
- Collecting and verifying back-up data for trips completed
- Billing and invoicing as required for NEMT transportation services
- Maintain a log of all applicants and visitors and be prepared to carry out requirements.
- Provide information to services provided by other community resource agencies.
- Provide online verifications for customers applying for services
- Log and review mail-in applications
- Collect child travel authorization forms and forward to transportation providers as necessary
- Update Medicaid or private insurer information.
- Be familiar with transportation providers under contract, their particular strengths and trade-offs
- Provide financial assessment and determine eligibility for reduced payment.
- Keep track of trips scheduled via an electronic database
- Strive to meet program objectives.
  - The Call Center will strive to answer all calls within two minutes from the time the call entered the phone system during regular business hours and only fail to answer seven percent or less of all incoming calls. Total number of calls answered and average call time will be monitored for each worker, and individual numbers will be cross referenced with the team averages to ensure performance alignment.

Note: The above statements are intended to describe the general nature and level of the work being performed by an employee assigned to this work. This is not an exhaustive list of all duties and responsibilities. Land of Sky Regional Council reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

#### Consequence of Error

- Errors in inputting information into the client systems may result in ineffective application and processing of state, local or federal programs.

- Error in providing accurate information can result in customers not being connected with a needed benefit or service which can impact the health and well-being of customers and/or result in financial paybacks for the agency and/or customer.

## Recruitment and Selection Guidelines

### Knowledge, Skills, and Abilities

- Ability to read, comprehend and apply rules and regulations and often changing policies and guidelines pertaining to eligibility programs
- Ability to interpret agency policies and procedures to people of varied social, economic and educational backgrounds to obtain data for documentation and verification of information needed, detect need for other agency services and make appropriate referrals to the service staff.
- Ability to learn the intricacies of numerous forms and procedures of the public assistance programs
- Knowledge of computer and Microsoft Office software
- Knowledge of office practices and procedures
- Ability to type, operate copy, date stamp and fax machines
- Ability to operate phone system
- Ability to accept responsibility and work under pressure
- Ability to set priorities, implement changes and organize
- Employee must possess a meticulous attention to detail, a high degree of concentration and ability to reason logically
- Ability to receive people in a courteous, caring and professional manner and ability to communicate effectively
- Exceptional customer service
- Interest in and understanding the needs, problems and attitudes of the disadvantaged persons
- Should possess qualities of patience and tolerance in adverse and frustrating condition.
- Special projects as assigned by the supervisor or identified in the course of performing regular duties
- Ability to efficiently and effectively interact with co-workers to accomplish common tasks;
- Ability to have efficient and courteous interaction with the employer's customers
- Ability to function in highly stressful circumstances
- Ability to maintain high level of professionalism and to conduct business in an ethical manner at all times

### Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

### Physical Requirements

- Must be able to perform the basic life operational skills of talking, walking, lifting, reaching, standing, fingering, feeling, hearing and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally and or 10 pounds of force frequently to lift, carry, push, pull or otherwise move objects.
- Must possess the visual acuity to prepare data and statistics, to perform accounting, to operate a computer, and to read extensively.

### Desirable Education and Experience

- Completion of a four-year degree or a two-year business administration program with one year of responsible experience as described above; or graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least three years of office assistant/secretarial or customer service experience; or an equivalent combination of training and experience.

### Special Skills

- English/Spanish bi-lingual speakers preferred.