

# Greater Wisconsin Agency on Aging Resources

## Position Description

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**Position Title:** Medicare Outreach Coordinator

**Reports to:** Legal Services Manager

**Position Status:** This is a full-time special project position. The position is supported by two federal grants from the federal Administration for Community Living: the State Health Insurance Assistance Program (SHIP) and the Medicare Improvements for Patients and Providers Act (MIPPA). Wisconsin funding is administered by the Wisconsin Department of Health Services (DHS) and is contingent upon annual renewal by ACL. The candidate will work primarily standard business hours Monday through Friday, with occasional nights, and some statewide travel will be required for conferences or events.

**Position Summary:** The Medicare Outreach Coordinator, in conjunction with the GWAAR benefit specialist supervising attorney team, will provide technical assistance and training to SHIP counselors in the provision of consumer counseling and outreach about Medicare and related health insurance benefits, as well as Medicare Savings Programs, Part D Extra Help, and SeniorCare.

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### **Essential Job Functions:**

1. Train and support SHIP counselors to conduct public outreach about Medicare and related health insurance benefits, as well as Medicare Savings Programs, Part D Extra Help, and SeniorCare.
  - a. Provide individualized technical assistance to SHIP counselors to start up or improve outreach efforts in low-performing areas.
  - b. Develop consumer-oriented materials for use by SHIP counselors in Medicare outreach efforts.
2. Assist with the training newly hired SHIP counselors to understand Medicare eligibility and enrollment processes, and the intersection with other health insurance and public benefits.
  - a. Utilize and distribute materials from the national SHIP Technical Assistance (TA) Center to assist in SHIP counselors' learning objectives.
  - b. In coordination with Employment Resources Inc. (ERI), develop, review, and update online learning modules related to Medicare, Medicare Savings Programs, Part D Extra Help, and SeniorCare.
3. Assist in the provision of ongoing training and updates to all EBSs regarding Medicare enrollment, appeals, deadlines, policy updates, and procedural changes through case consultation, email updates, presentations at trainings, and newsletter articles.

4. Assist with cases referred through the SHIP program related to Medicare issues, and/or other cases on an as-needed basis to cover the needs of the program.
  - a. Collect, recreate, and investigate problems related to the online plan finder at [www.medicare.gov](http://www.medicare.gov) and report them to the state SHIP director.
  - b. Enter Medicare plan-related complaints submitted by EBSs into the CMS Complaint Tracking Module and monitor the status of these complaints.
5. Maintain and update a page on the GWAAR.org website with up-to-date information for consumers and professionals.
6. Participate in monthly workgroup meetings, coordinated by the SHIP Director at DHS, related to Wisconsin SHIP and MIPPA grant activities, alongside lead staff from Disability Rights Wisconsin, the Medigap Helpline, Wisconsin Judicare, and Milwaukee County.
7. Participate in quarterly meetings of the Wisconsin Medicare Taskforce, a group of key stakeholders serving Wisconsin Medicare beneficiaries.
8. Other duties as assigned.

**Required Qualifications:**

1. A Bachelor of Arts or Science degree, preferably in a health or human services related field.
2. At least one year of full-time experience in a health or human services field, working with older adults or adults with disabilities.
3. Ability to work independently as well as part of a team.
4. Strong verbal and written communication, presentation, and advocacy skills.
5. Self-starter who can work with limited supervision.
6. A valid WI driver license, access to an insured vehicle, and ability to occasionally travel within the state.

**Preferred Qualifications:**

1. Three or more years of experience assisting beneficiaries with questions about Medicare, Medicaid and/or related health insurance programs.
2. Experience working as an advocate on behalf of older adults.
3. Knowledge of public benefits such as Social Security, FoodShare, Medicare Savings Programs, and the Low-Income Subsidy program.
4. Fluency in other languages.