



Job Announcement: Case Management Specialist I – Administrative Hearing Assistant

Date: October 26, 2021

Position Overview: The position will support Title XIX Case Management with administrative hearing activities for Title XIX, MTD contractors and independent contractor overpayments. This position also assists with Title XIX Case Management monitoring/tracking of program requirements as needed. This position is under the supervision of Case Management Specialist III.

Essential Functions and Responsibilities include the following:

1. Assist with receiving administrative hearing requests and attend administrative hearings for case management grievances. Facilitate hearings as designated by CM Specialist III.
2. Assist with Barcode tracking of administrative hearing activity and preparation of the year end reports.
3. Research SER notes, gather documents and prepare exhibits for hearings at the direction of the CM Specialist III.
4. Assist to prepare questions for witnesses.
5. Coordinate with Case Managers, as witnesses for hearings, at the direction of the CM Specialist III.
6. Assists with record keeping and archiving of records on a regular basis.
7. Assist with coordinating hearings scheduled with the Office of Administrative Hearings.
8. Assist with providing information to clients, Individual Providers, and any representatives (including legal).
9. Assists with delivering copies of exhibits to parties involved in the proceedings.
10. Monitoring, reviewing of documentation and query of reports and data for Title XIX Case Management contract compliance.
11. Assisting with addressing barcode To Do lists and CARE APS Ticklers.
12. Other duties may be assigned.

Physical Demands

Ability to work on computers and the telephone for long stretches of the day, frequent typing for up to 5 hours per day. Have speech, visual, and hearing skills sufficient to interact with staff and the public. Must have finger dexterity to operate computers. Occasional periods of writing.

Skills, Knowledge and Abilities

- Knowledge of aging and long-term care case management services.
- Prefer understanding of Medicare and Medicaid policy.
- Knowledge of interviewing techniques.
- Experience with office procedures and practices.

- Ability to understand legal processes, terms and procedures.
- Ability to review case disputes, analyze and apply pertinent regulatory requirements.
- Ability to present information in written and oral presentations in a formal, public setting.
- Ability to maintain composure under pressure.
- Ability to multi-task in an environment of change.
- Experience with Microsoft applications including Word, Excel, and Outlook.
- Ability to work independently, and as a member of a team.
- Ability to participate in virtual meeting platforms.

Behavioral Standards

Represents the Agency in a positive manner and supports the mission of the agency. Effectively communicates and is friendly, courteous, and respectful to clients, Agency staff and volunteers. Demonstrates compassion for our clients and their care. Effectively communicates one-on-one and in small group settings. Ability to be an effective team member that helps the organization meet its objectives. Takes initiative to meet work objectives. Demonstrates honest and ethical behaviors. Gets along with clients, volunteers, staff and supervisors.

Minimum Qualifications

Bachelor's degree from an accredited college or university plus one year of experience that directly relates to skills, knowledge, and abilities for this position, or an AA degree from an accredited college and three years' related experience. Must have dependable transportation and be willing to travel to hearings.

This position also requires a criminal background check that qualifies the individual to work with vulnerable adults (WAC 388-133). Must have and maintain a valid driver's license.

Deadline to apply: November 30.

Start pay: \$45,093.

