

INCOME MAINTENANCE CASEWORKER II
(Program Integrity and Medicaid)

I. PRIMARY PURPOSE OF POSITION:

Primary purpose of this Income Maintenance Caseworker II position is to complete all functions in Program Integrity (40%) and Medicaid programs (40%) in the Social Services department.

This position may oversee the Medicaid Transportation program and also take applications for Energy Programs (CIP/LIEAP) (20%). This position is not a supervisor or lead worker.

II. DUTIES AND RESPONSIBILITIES:

A. PROGRAM INTEGRITY

1. Responsible for investigating alleged fraud as referred by the Income Maintenance staff, the public and other agencies for the following programs: Food Nutrition Services, Work First, Medicaid, Special Assistance, Daycare & Energy.
2. Reconstruct case files, and analyze those files against current policies as well as those that were in effect at the time of the alleged error or fraud.
3. Work involves direct contact with the client, and direct or indirect contact with the client's family members, representatives, collateral witness, employers or any other related sources of information in order to gather and verify any information necessary to determine if an agency error or a fraudulent act has occurred. This includes possible home visits.
4. Make recommendations concerning the appropriate action to take in resolving the case, which can result in recoupment of lost funds for the agency or in punitive sanctions taken against the client.
5. Participate in all Administrative Hearings and assist in case preparation and/or appear as a witness for all judicial system prosecutions.
6. Enter all referrals into the EPICS system in a timely manner.
7. Send Demand letters quarterly for all outstanding active claims.
8. Post all payments in EPICS in the month received.
9. Work all reports in a timely manner.
10. Work is reviewed by the Program Lead, Supervisor, Director, DSS Board and others as needed.

INCOME MAINTENANCE CASEWORKER II
(Program Integrity and Medicaid)

B. MEDICAID INTAKE/PROCESSING

1. Take & process applications for Medicaid via the NC FAST system.
2. Evaluate applicants for all programs they may be eligible.
3. Explain programs to ensure proper understanding by applicants.
4. Refer applicants to other helpful resources within and outside the agency.
5. Complete all required workbooks & forms necessary for the intake.
6. Assist applicants on obtaining required information to complete their applications, within the appropriate processing time period.
7. Complete an ongoing documentation of client/case history at the time of the action.
8. Compute a budget to determine eligibility for Medicaid.
9. Send proper manual or system generated notice to inform client of application outcome.
10. Conduct home visits to complete applications, if necessary.
11. Ensure proper forms are mailed to applicants in allotted time frames.
12. Use available reports to track all pending applications.
13. Approximately 10% of all application dispositions are reviewed for accuracy.

C. MEDICAID ON-GOING CASELOAD

1. Maintain an on-going Medicaid caseload, and process reviews via the NC FAST system.
2. Complete inquiry matches and all required forms needed for reviews.
3. Compute budgets to determine ongoing eligibility.
4. If ineligibility is determined, evaluate client for all other programs.
5. Document the review or change in situation in the client/case history.
6. Make a home visit to complete a review, if necessary.
7. Evaluate cases for possible fraudulent activity.
8. Take appropriate action on each change in situation reported, such as:
 - (a). New or terminated income
 - (b). Add or delete household members
 - (c). Auto newborn coverage
 - (d). Name or address change

INCOME MAINTENANCE CASEWORKER II
(Program Integrity and Medicaid)

- (e). These changes could require computing new budgets, issuing Medicaid cards or referring clients to other helpful resources.
- 9. Inform other departments of client's change in situation.
- 10. Key Child Support referrals, if required.
- 11. Work several reports:
 - (a). FRR – Financial Resource Report
 - (b). UIB – Unemployment Insurance Benefits
 - (c). IVD – Child Support
 - (d). SSN Validation/Discrepancy Report
 - (e). VA Match Report
- 12. Record activity time on Day Sheets for budgeting purposes.
- 13. Answer phone calls and return all phone messages in a timely manner.
- 14. See clients that may come to the agency with questions or concerns.
- 15. Use available reports to track reviews & special messages.
- 16. Approximately 10% of the reviews and changes in situation are reviewed for accuracy.

D. OTHER DUTIES:

- 1. May back up and oversee the Medicaid Transportation program.
- 2. May take & process Energy applications when funds are available.
- 3. May serve as the Carolina Access Coordinator.
- 4. Assigns applications that were mailed or dropped off to processors on intake day.
- 5. Attend all required unit, agency or State training/meetings.
- 6. Be aware of all new Manual Changes and incorporate them into daily activities when they occur.
- 7. Assist other agency departments if needed when there is an absent co-worker.
- 8. Perform post disaster shelter duty, when necessary.
- 9. May have to testify in court as to the validity of information taken during an interview.
- 10. Perform/assume other duties or programs as assigned by the Income Maintenance Supervisor and/or the Director. Also perform duties assigned by the County Manager or his designee during a State of Emergency or other disaster.

INCOME MAINTENANCE CASEWORKER II
(Program Integrity and Medicaid)

III. OTHER WORK CHARACTERISTICS:

- A. Position uses calculator, copier, fax machine, paper shredder, microfiche reader, computer and telephone.
- B. The work of Income Maintenance Caseworkers must be accurate and exact to avoid overpayments and underpayments. The tolerance level for these programs is 97% accuracy.
- C. Good visual attention is needed in every phase of the job, since reading, writing, and using machines make up the duties. The employee may spend a large portion of some days reading computer screens.
- D. Regular work hours are 8:00 to 5:00, Monday through Friday. Some overtime work may be required.
- E. Must maintain a cooperative and congenial work relationship with all co-workers and clients to ensure good communication and coordinated workflow and to maintain good morale in the work environment.

IV. SPECIFIC TRAINING AND EXPERIENCE FOR THIS POSITION:

- A. Must meet minimum requirements in education and experience, and have served one year as an IMC I.