

Job Opening

#12-021-The Oklahoma Insurance Department has an opening in the Medicare Assistance Program (MAP) Division for a Resource Coordinator. The salary range is \$34,000 to \$40,000. **Open until filled.**

Oklahoma Insurance Department
Attn: Human Resources
3625 NW 56th St, Ste 100
Oklahoma City, OK 73112
by e-mail to: humanresources@oid.ok.gov

DEFINITION:

Under minimal supervision, serve as a resource for Medicare/Medicaid fraud, abuse and waste reduction information and counsels on Medicare, Medicaid, Medigap, Medicare Advantage, Long Term Care Insurance, Medicare Part D and other related health coverage plans for Medicare beneficiaries, their representative, or persons soon to be eligible for Medicare.

DUTIES AND RESPONSIBILITIES:

- Provide information both by phone and in person to individuals making inquiries about their health insurance and other health insurance benefits to determine what type of intervention, counseling and assistance MAP can provide. Provide Medicare/Medicaid fraud, abuse and waste information and counseling to beneficiaries, their family members and caregivers, as well as the
- Organize, copy and pack training materials for use at training sessions, recertification classes, senior fairs, speeches and other outreach programs and assist with each type of event.
- Coordinate and facilitate statewide training sessions on Medicare/Medicaid benefits, laws, regulations and fraud trends for MAP volunteers.
- Coordinate with other State and Federal organizations to develop outreach efforts for increased Low Income Subsidy, Part-D, Medicaid Special Needs Plans and volunteer counselor enrollment.
- Recruit, train, support and retain MAP volunteers.
- Coordinate the flow of information between the volunteers, federal, state and local government agencies.
- Provide support to the Director by performing other tasks required to further the mission of the MAP program.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of Medicare and Medicaid benefits, laws, regulations and their applications of Medicare Supplemental Insurance and related senior health insurance to include Medicare Part A, Part B, Part C, and Part D. Have a working knowledge of the Oklahoma Insurance Department and the complex interactions with other federal and state agencies. Have knowledge of trends in Medicare/Medicaid fraud, abuse and waste.

Must exhibit excellent verbal and written communication skills with an emphasis in non-invasive communication skills and techniques with the senior adult population and a basic knowledge of senior adults' social needs. Must possess skills and knowledge of public speaking and demonstrate skill of training adults in classroom environment.

Must exhibit willingness to follow directions, capable of organizing and prioritizing day-to-day activities and possess critical thinking and decision-making skills. Have the ability to organize time efficiently, maintain effective working relationships with individuals and organizations and have the ability to handle confidential information with discretion. A Qualified candidate must be able to work independently with minimal supervision. Bilingual (English/Spanish) is preferred. Must be proficient in Word, Excel and Outlook.

Education and Experience:

Bachelor's degree plus a minimum of two years of experience in Medicare/Medicaid insurance and/or senior related issues and one year experience as a trainer or an equivalent combination of education and experience substituting each year of related experience for each year of education.

ADDITIONAL REQUIREMENTS:

The selected candidate must be willing to perform in-state travel 40-50% of the time. All applicants must pass a background check, have a valid driver's license and complete CE requirements of the state.

NOTE: Employees of the Oklahoma Insurance Department cannot have an immediate relative who is financially interested, directly or indirectly, in any insurer, agency or insurance transaction (except as a policyholder or claimant). The selected applicant must not have a felony conviction and must pass a background check.

Employees of the Oklahoma Insurance Department are unclassified employees of the state. For benefits offered by the State of Oklahoma to employees of the state, please use this link to access the Office of Personnel Management benefits page at [http://www.ok.gov/opm/HR and Employee Services/index.html](http://www.ok.gov/opm/HR_and_Employee_Services/index.html)
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