

STATE OF NEBRASKA
CLASS SPECIFICATION
EST: 11/92 - REV: 02/06

CLASS CODE: V25220
SALARY GRADE: 15
OVERTIME STATUS: N

INSURANCE SENIORS PROGRAM COORDINATOR

DESCRIPTION: Under administrative direction; monitors budget and all phases of grant writing for various programs; plans, organizes, coordinates and oversees the Nebraska Health Insurance Information, Counseling, and Assistance Program (NICA) by developing statewide volunteer systems to provide elderly Nebraskans with unbiased information regarding their eligibility for Medicare and/or Medicaid programs and their health and long-term care insurance options; to increase awareness of availability of services offered by the Nebraska Departments of Insurance, Aging, and Social Services ensuring quality insurance options; to increase access to insurance information and counseling for rural area residents; and to provide a mechanism for one on one counseling regarding insurance options; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Works with the Nebraska Department on Aging, Nebraska Department of Social Services and Area Agencies on Aging to provide the provisions of NICA to the elderly, and set program goals and objectives.

Responsible for handling program Hotline, both in state and outside state; serving as primary backup to Medicare and Medicaid.

Develops and handles contract negotiations with community leaders, elected officials, and service organizations to recruit volunteers to provide service and coordinate out reach activities of the elderly.

Develops and oversees the development of health insurance information and quarterly updates to distribute to all agencies involved with the program and Medicare carriers for Nebraska.

Recruits, trains, and certifies volunteers and Regional Representatives to provide health insurance information, counseling, and assistance for the elderly.

Develops public relations activities and networks to review and disseminate informational materials to volunteers and the public.

Develops brochures and other instructional materials including schematics describing referrals to appropriate legal services to disseminate to senior citizens by the volunteers.

Responsible for creation of evaluation manual and review of legislative impact to programs; change and update as needed to remain current.

Monitors the activities of the Regional Representatives and volunteers to advise, provide assistance, determine training needs, and gather information to complete required reports and more effectively administer the NICA program.

INSURANCE SENIORS PROGRAM COORDINATOR (continued)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: Medical and health care insurance industry, the techniques of educational presentation, the federal and state laws and regulations and other guidelines that govern health insurance for elderly.

Ability to: Organize groups of potential resource persons, prepare and present instructional material to large groups and audiences, relate to people on an individual and group basis.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: State and Federal laws and regulations that govern health insurance for the elderly, as well as familiarity with the medical, health care and insurance industry.

Ability to: Relate and communicate orally and in writing with persons representing diverse backgrounds and interests; organize groups of potential resource persons; prepare and present instructional material to large groups and audiences.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Post high school coursework/training in: business administration, insurance, program evaluation, management analysis, or insurance law and a working knowledge of Federal and State insurance programs including Medicare, Medigap, and Medicaid that govern health insurance for the elderly.