



<i>Position</i>	Health Benefits Advocate
<i>Supervisor</i>	Staff Attorney, ABC for Health, Inc.
<i>Hours</i>	Full-time (37.5 hours per week)
<i>Salary</i>	DOE
<i>Fringe Benefits</i>	Eligible for ABC fringe benefit package, including health insurance, disability insurance, and retirement benefits

POSITION SUMMARY

The Health Benefits Advocate is the primary contact person for individuals requesting assistance from ABC for Health. The Health Benefits Advocate conducts the initial intake interview, conducts case investigations, provides information, referral, and counseling as appropriate, assesses the need for legal services in consultation with the staff attorneys, and assists with litigation-related tasks. Provide client services and litigation support for attorneys representing consumers in health care financing and coverage issues.

DUTIES AND RESPONSIBILITIES

- Conduct initial intake interviews with individuals requesting assistance, identifying the problem and the relief desired, and collecting information necessary to determine eligibility for assistance programs and to prepare caseload statistics.
- Provide callers with information, referral and counseling to help them identify financing resources, obtain public health benefits such as Medicaid, and maximize benefits available under health insurance and HMO plans.
- Advocate for clients by intervening on behalf of families before agencies offering public benefits, insurance companies, HMOs, and health care creditors.
- Report on case status and disposition at weekly case meetings with attorneys and legal interns, and compile statistical reports on client services for grant reports.
- Assist clients in pursuing disputes with insurance companies, HMO's, and following proper grievance and appeal procedures appropriate agencies including, but not limited to the Office of the Commissioner of Insurance, the HMO or insurance entity involved.
- Assists Staff Attorney(s) with litigation by conducting legal research and investigation. Follows through and maintains regular contact with legal services clients through phone calls and letters.
- Participate in training, publications, designated committee work and fundraising activities of ABC for Health.

KNOWLEDGE AND SKILLS REQUIRED

- Familiarity with major health and social service programs.
- Ability to analyze eligibility requirements of public programs and provisions of health insurance policies and HMO plans.
- Ability to provide effective advocacy for clients.
- Good communication and counseling skills. Spanish language proficiency preferred.
- Ability to speak before groups and to prepare oral and written reports.
- Ability to work with community groups and coalitions.
- Ability to work independently.
- Computer literacy and good clerical and organizational skills.