



Economic Support Specialist 1

SALARY INFO:

Salary Range: \$32,170.89

Pay Grade: E

AGENCY SUMMARY:

The Georgia Department of Community Health (DCH) is one of Georgia's four health agencies serving the state's growing population of almost 10 million people. DCH serves as the lead agency for Medicaid, oversees the State Health Benefit Plan (SHBP), and includes Healthcare Facility Regulation, impacting one in four Georgians. Through effective planning, purchasing and oversight, DCH provides access to affordable, quality health care to millions of Georgians, including some of the state's most vulnerable and under-served populations. Six enterprise offices support the work of the agency's four program divisions. DCH employees are based in Atlanta, Cordele and across the state.

JOB SUMMARY:

The Georgia Department of Community Health is seeking qualified applicants for **Economic Support Specialist 1** positions for its Katie Beckett Office in Norcross, Georgia. The **Katie Beckett Medicaid Program** permits the state to waive family income requirements for certain children who are disabled. It provides benefits to certain children under 18 years of age who qualify as disabled individuals under §1614 of the Social Security Act. This position will work directly with applicants and their families to ensure the timely processing of applications and renewals. This is a hybrid position that requires in-office and remote work with the approval of the supervisor. The days and frequency in the office can change at any time during employment based on the business needs of the organization.

Under direct supervision of the Katie Beckett Manager, the Katie Beckett Economic Support Specialist interviews and investigates applicants and recipients to determine eligibility for use of social programs and agency resources. The work schedule is generally 8:00 a.m. to 5:00 p.m. Flexibility with these office hours may be required depending upon the work location assignment and responsibilities. This position may require the use of a vehicle for travel to meetings and other assigned work duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Accepts applications and determines initial and ongoing eligibility for various classes of ABD Medicaid assistance specializing in Katie Beckett Medicaid.
2. Records and evaluates personal and financial data obtained from individuals.
3. Manages at least 50 cases a month.
4. Adheres to assigned daily work schedule; meets attendance standards as outlined in DCH policy.
5. Calculates budgets manually using appropriate devices.
6. Answers a high volume of incoming calls from customers.
7. Manages work assignments with flexibility and has the ability to multitask.
8. Keys in a high volume of data using standard office hardware and software.
9. Provides professional, courteous, and helpful customer service to our internal and external customers.
10. Performs other professional responsibilities as assigned.



MINIMUM QUALIFICATIONS:

- High school diploma or GED **AND** One year of related experience with customer contact/interaction.
OR
- completion of 90 quarter hours (60 semester hours) at an accredited college or university.

PREFERRED QUALIFICATIONS:

Preference may be given to candidates who, in addition to meeting the minimum qualifications, possess the following:

- 2 - 3 years of knowledge and experience in current Family Medicaid policy.
- 2 - 3 years of experience processing Family Medicaid in GA Gateway