

Job Announcement!
Maryland Benefits Counseling Network –
Benefits Case Manager

The Maryland Benefits Counseling Network is expanding! We are seeking a full-time contractual Benefits Case Manager to provide benefits technical assistance and work incentives counseling to assist individuals within two local Maryland State psychiatric hospitals to transition successfully into the community. Position will serve as a benefits expert and act as a liaison between patients, hospital staff, and local federal and state entitlement agencies and other community resources to identify entitlement eligibility, resolve complex technical benefit issues, and utilize expert knowledge to facilitate a timely transition from hospital to community.

This is an exciting, high-level benefits position offering flexibility in scheduling, ability to work remotely for a portion of the work week, and the opportunity to make a significant difference helping individuals transition to greater independence! This position will report between two Maryland State psychiatric hospitals outside of the Baltimore area on a weekly basis while working remotely between days spent on-site. Must be willing to travel occasionally in other areas of the state on an as-needed basis.

Candidate should have a bachelor's degree and be knowledgeable and experienced navigating federal and State entitlement and public assistance program eligibility and policy including Social Security, Medicare, and Medicaid programs. Preference will be given to applicants who are currently Community Work Incentives Coordinator (CWIC) or Community Partner Work Incentives Coordinator (CPWIC) certified and/or SOAR trained. Willing to assist the right candidate in achieving necessary certification and training. Seeking an individual who is articulate, a self-starter, proficient in developing new and effective working relationships, and a creative out-of-the-box problem solver!

Interested candidates should send resumes and direct questions to Lauren Horner, Program Director at lauren.horner@maryland.gov.

Appendix A

Maryland Benefits Counseling Network

Expectations and Deliverables

Title: Benefits Case Manager

Updated: FY '19

The primary role of the Benefits Case Manager is to provide expertise and benefits case coordination for individuals in the state hospitals. This individual will be dedicated to providing seamless services from admission through transition to the community.

Principal Responsibilities and Duties:

1. Collaborate with the beneficiary, state hospital staff, and Financial Agent to obtain verification of all local, state and federal benefits that the individual is receiving.
2. Develop written analyses which compile information regarding the status of current benefits and the impact of hospitalization on those benefits. Analyses also outline additional benefits the individual may be entitled, which agencies to notify of hospitalization, and an action plan indicating responsible persons for each necessary action step.
3. Collaborate with hospital staff to report hospitalization to corresponding entitlement agencies.
4. Coordinate with the beneficiary, hospital staff, and SOAR Specialist to complete, submit, and follow up on benefit applications.
5. Conduct a benefits review for each individual prior to discharge to include information about the impact of discharge on benefits and what applications for benefits must be completed prior to/immediately following discharge.
6. Coordinate with the individual, hospital staff, and the Behavioral Health Administration during the transition process to facilitate smooth reintegration into the community.
7. Serve as a liaison with hospital staff, Social Security, Medicaid, and other entitlement agencies.

8. Maintain an up-to-date database and track beneficiary status information for each individual served.
9. Submit quarterly, annual, and outcome data as requested by Program Director.
10. Provide benefits counseling support and follow-up as requested by BHA.
11. Assist Program Director with relevant website content updates to remain current and provide the most accurate and pertinent information.
12. Provide Fee-for-Service benefits counseling services for the Office on Mental Health to individuals referred by the Division of Rehabilitation Services (DORS) as requested by Program Director.
13. Research policy and develop contacts and relationships with appropriate entities (i.e. Social Security local and regional offices, Center for Medicare and Medicaid Services, Department of Social Services, etc.) as needed to maximize efficiency and effectiveness of organizational practices.

Additional Responsibilities:

- Display enthusiasm and spark the same enthusiasm in others
- Model a high-performance work ethic and constant self-improvement
- Promote the mission and vision of the program
- See opportunities for creative problem solving while staying within the parameters of good practice

Teamwork

- Share information and expertise, work together to solve problems and put team success first
- Actively participate in staff meetings and present client cases to the team for guidance. Share successes with the team
- Contribute original and resourceful ideas to enhance the mission of the program
- Build rapport with staff and beneficiaries through effective listening, discussion and problem solving
- Provide support for other staff when needed
- Work collaboratively with multiple teams and make connections amongst teams as necessary (i.e. Hospital Team and MD-BCN Team, BHA Team, etc.)

Requirements:

- Bachelor's Degree in a human services field
- A minimum of three years of experience providing services to beneficiaries of public assistance in the state of Maryland
- Maintain current certification for SOAR (SSI/SSDI Outreach, Access and Recovery) and/or Community Partner Work Incentive Counselor (CPWIC) certification through Virginia Commonwealth University or Cornell University
- Extensive knowledge and understanding of federal and state benefit programs and the ability to research policy information as needed
- Ability to present complex material clearly and understandably to the targeted audience
- Exceptional organizational skills in order manage high volumes of work efficiently
- Strong communication skills to effectively advocate for individuals with disabilities and to interact effectively with other professionals, individuals, and family members
- Skills and knowledge in utilizing computer programs including but not limited to internet, e-mail, databases, spreadsheets, etc.
- Ability to work autonomously with demonstrated creativity, initiative, and commitment
- Ability to prioritize tasks by importance and deadline and adjust priorities as situations change
- Understand program funding structure and the importance of each service as well as documentation requirements
- Knowledge of policies and procedures and the ability to follow them
- Strong written communication and analytical skills to conduct benefits analyses