

Job posted on 2014-08-29 by 00026579; posting expires on 2014-09-30

Employer: Public Consulting Group, Inc.

Position: Specialist

Job Description:

PCG Job Title: Specialist 1

PPL-specific Job Title: Program Operations Associate (POA) â€“ Temporary

PCG Business Unit: PPL Program Operations Center, Morgantown and Charleston, WV

Reports To: Program Manager / Program Support Specialist

Wage: \$15-\$17 per hour

GENERAL SUMMARY:

Public Partnerships LLC is responsible for administrative, operations and technical support for statewide fiscal employer agent and resource consulting services for West Virginia Personal Options, the self-directed service option within the

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ADW, IDD, and TBI Waiver programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Other duties may be assigned as appropriate and necessary). The requirements listed below may be ranked in order of importance and are representative of the knowledge, skill, and/or abilities required to do the job successfully.

Ã~ Process Referral and Eligibility Paperwork for Program Billing (50%)

Â· Manage, create, and send medical eligibility (MNER) notifications for program participants on monthly basis

Â· Coordinate processing participant requests for service level change and dual service requests

Â· Assist with maintaining participant, employee and employer documentation in portal and Q drive

Ã~ Maintain Employer of Record Documentation and Employee paperwork (25%)

Â· Sort, file and maintain participant files and health protected information in accordance with HIPAA

Â· Print and mail requested program materials, ER and EE packets to participants, employees, and internal staff daily

Â· Scan paperwork to Q or portal as needed

Â· Update, forward, and submit info to CareConnection (daily)

Â· Assist with building and running reports;

Â· Answer phone calls

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• Assist with the DHHR protective services record checks process “ daily

• Assist with data collection for research studies and program reporting.

• Maintenance of Program Office (5%)

• Sort and route faxes coming to Morgantown or Charleston offices.

• Coordinate and order supplies; maintain an inventory of supplies for main offices and remote office staff

• Print, and maintain enrollment materials and binders available to staff.

• Other responsibilities include document management, routing mail, email, and other administrative support duties as assigned

• Scan files to convert to a new paperless system

• Check program email accounts daily and forward communication to relevant parties.

• Program Human Resources Support (5%)

• Assist with new staffing advertisements with regional marketers and newspaper organizations

• Schedule potential new staff interviews for program management

• Assist with new hire planning and set up “ assist with training materials management, phone setup, computer

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procurement and configuration, business cards, name tags, and supplies

Qualifications: EDUCATION and/or PREVIOUS EXPERIENCE REQUIRED:

Education: Bachelor or Associates Degree or High School Diploma with prior work experience.

Experience: 0-1 year experience in administrative support, budgeting, payroll and/or accounting tools, and preferably experience with elders and persons with disabilities.

Skills: Process improvement oriented

Excellent accuracy and attention to detail

Great writing and communication skills

Ability to work independently and as part of a team in a fast paced environment with multiple deadlines

Knowledge of Microsoft Office

Application Instructions: Contact:

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