

**Michigan Public Health Institute  
Position Description**

**Title:** MIDAP Insurance and Claims Representative

**Employee Name:** Vacant

**Supervisor:** Shelli Doll

**Purpose of Program:** The Michigan Drug Assistance Program (MIDAP) is responsible ensuring that HIV/AIDS patients who qualify have access to prescription medications and are retained in care. This position will be responsible for working with a team of dedicated staff to assist clients with benefit claims through a Pharmacy Benefit Manager (PBM) and to access care through insurance premium assistance. MIDAP plays a key role in balancing the federal requirements of cost containment and cost avoidance while ensuring that Michigan's clients receive quality services.

**Duties and Responsibilities:**

- Verify eligibility and direct members to client groups in the PBM system.
- Determine eligibility for premium assistance for Medicare Part D, Qualified Health Plans, COBRA and private policies.
- Direct non-eligible clients to other systems of care.
- Process payments made by MDCH for the purpose of insurance premiums and all others required by MIDAP including vaccines, refunds etc. and maintain a system for tracking payments.
- Process pharmacy claims and premium assistance payments and maintain a tracking and reporting system.
- Coordinate with MDCH accounting to make claim or payment adjustments and ensure accuracy and timeliness of payments.
- Code and input data into PBM system to pay claims and into databases to meet reporting requirements..
- Review eligibility data at least twice monthly and submit data and/or redirect costs to Medicaid.
- Contact health services providers and others to locate medical information and documentation; assemble documentation for program and audit purposes.
- Utilize on-line systems to verify, update and process information.
- Compile reviews, and monitor financial, statistical and programmatic data for state or federal reporting.
- Assist in the development of quality assurance activities to develop oversight to reduce fraud and ensure accountability and transparency of state and federal funds.
- Participate in all required trainings, including confidentiality and security trainings and sign oath of confidentiality.

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- Other duties as assigned by the MIDAP Coordinator, Continuum of Care Unit Manager or Section Manager.

**Qualifications/Requirements:**

**Education:** Possession of a Bachelor’s degree in any major.

**Experience:** One year of experience working with health care programs, Medicaid, State Assistance or other insurance providers. Experience in billing and/or processing claims is preferred. Proficiency in Microsoft Office applications.

**Important Skills and Characteristics:** High level of initiative and accountability. Ability to effectively communicate with diplomacy under challenging circumstances. Able to work well in teams. Self-motivated, able to complete work in timely manner, and handle multiple tasks at one time with minimal supervision.

**Work Environment and Physical Requirements:** Job may require moderate physical effort including lifting materials and equipment of <25# and involves viewing a CRT or VDT screen 50% to 75% of the time and handling phone inquiries 90% of the time. Standard office environment. Requires valid vehicle operator’s license where needed to perform duties of the position. Frequent deadlines. May require in-state and out-of-state travel for related meetings.

**RESPONSIBILITY FOR THE WORK OF OTHERS:**

None.

**IMPACT ON PROJECTS, SERVICES AND OPERATIONS**

Perform as a critical member of a team of professionals working to reduce transmission of HIV and to ensure access to and retention in care for persons in Michigan infected with HIV.

**REQUIRED COMMUNICATION**

This position works with the MIDAP team, Unit and Section Managers to fulfill the job responsibilities and meet the federal/state requirements.

“For purposes of employment standards, this classification is “Non-Exempt” from the overtime provisions of the Fair Labor Standards Act.”

Signature\_\_\_\_\_ Date\_\_\_\_\_

Employee Signature

Signature\_\_\_\_\_ Date\_\_\_\_\_

Supervisor or Program Director

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