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## NC Medicaid Ombudsman

Full-Time

### WHO WE ARE:

Charlotte Center for Legal Advocacy (Advocacy Center), a non-profit provider of civil legal assistance to low-income persons in the Charlotte region, seeks an Ombudsman for the NC Medicaid Ombudsman Program, working closely with the Advocacy Center's Family Support and Healthcare Program (FSHCP). More information about the Advocacy Center can be found at our website: [www.CharlotteLegalAdvocacy.org](http://www.CharlotteLegalAdvocacy.org).

The North Carolina Medicaid Ombudsman is a joint program led by Legal Aid of North Carolina in partnership with Charlotte Center for Legal Advocacy and Pisgah Legal Services. The NC Medicaid Ombudsman helps North Carolina Medicaid beneficiaries understand the Medicaid program and resolve issues with their managed care health plans. We offer help if people with Medicaid have trouble getting access to health care, and we connect people to resources like legal aid, social services, housing resources, food assistance and other programs. We provide free, confidential support and education about the rights and responsibilities people have under NC Medicaid.

### ROLE:

The Medicaid Ombudsman is responsible for assisting low-income families by telephone and online to access and use health care coverage under Medicaid and in resolving disputes with Medicaid health insurance plans.

### RESPONSIBILITIES:

- Assist with outreach to educate families of available coverage choices and their rights under Medicaid managed care
- Provide referrals to appropriate agencies for applicants and enrollees with grievances, complaints, questions, or need for other social services
- Provide all information and services in a manner that is culturally and linguistically appropriate and ensure accessibility for individuals with disabilities

- Work with media (including print, radio, and television) to share information on the NC Medicaid Ombudsman program

### **KNOWLEDGE AND SKILL REQUIREMENTS:**

- Two-year or four-year college degree, or individual working towards completion of such degree, or equivalent training or experience
- Paralegal, legal assistant, or social work training or experience preferred
- Experience working with low-income communities preferably at a non-profit or community-based organization within a multi-ethnic/multi-cultural environment preferred
- Experience with public benefits eligibility and/or work experience as a health insurance service representative preferred
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF professional
- Ability to work independently and in a team environment
- Ability to effectively collaborate with co-workers and clients in virtual and in-person meetings

### **OTHER REQUIREMENTS:**

- Be free from conflicts of interests, including payments and incentives from health insurance industry
- Possess socio-economic and cultural sensitivity and ability to communicate with persons in crisis or under stress
- Ability to multi-task and interact well with colleagues, clients, and others
- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift 15 pounds at times
- Must be able to access and navigate each department at the organization's facilities

### **FAMILY SUPPORT AND HEALTHCARE PROGRAM GOALS:**

- Provide access to quality health care for children and their parents in low- and moderate-income families through Medicaid, the Children's Health Insurance Program, and ACA health insurance coverage
- Improve health care and income support for veterans, individuals with disabilities, and seniors, with a focus on issues involving Social Security, SSI, Medicaid, Medicare, VA benefits, and on improving behavioral health services, care in nursing and rest homes, access to community-based care, services to the HIV-positive population, and managed care
- Address the racial and ethnic biases of public agency policies and practices, including addressing language barriers and other barriers which disproportionately affect people of color

- Assist low-income families and individuals in obtaining other public assistance and services they need, including SNAP, TANF, child support enforcement, childcare assistance, and other services

### **WORK SCHEDULE:**

Charlotte Center for Legal Advocacy supports a hybrid work schedule with core work hours, Monday - Friday, 8:00 am - 5:00 pm.

### **REPORTS TO:**

The Medicaid Ombudsman will report directly to the North Carolina Medicaid Ombudsman Unit Manager.

### **SALARY:**

This position is a full-time, salary, non-exempt position. The annual salary range begins at \$41,580 and may vary depending upon experience and skills.

### **BENEFITS:**

The Charlotte Center for Legal Advocacy offers a generous leave and benefits package, including medical, dental and vision coverage at 100% for employees, 22 paid days of general leave increasing proportionately with tenure, 15 paid holidays and 100% employer-paid professional liability. Charlotte Center for Legal Advocacy also offers parental leave; life insurance; long- and short-term disability insurance; and a salary reduction option for a flexible spending account or health savings account.

### **TO APPLY:**

Applicants should send a resume and cover letter to [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org). Please note the position for which you are applying in the subject line.

**Charlotte Center for Legal Advocacy considers all qualified applicants for employment without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability, or any other legally protected status.**