

Disability Rights Tennessee (DRT) seeks a Beneficiary Support Specialist to help TennCare members understand their rights, benefits, and available services. The Specialist assists with questions, complaints, grievances, and appeals; connects members with TennCare programs and community resources; provides referrals and guidance on next steps; and conducts accessible outreach to members and providers. The position provides information and assistance but does not provide legal advice or representation.

Who We Are

DRT is a nonprofit organization dedicated to protecting the rights of Tennesseans with disabilities. DRT is the designated Protection & Advocacy System (P&A) and Client Assistance Program (CAP) for Tennessee. For over 45 years, our agency has served more than 57,000 Tennesseans. DRT is funded through federal grants, state contracts, private donations, and grants. DRT has eleven programs which provide services across the state and across issues. To learn more about DRT, visit us at DisabilityRightsTN.org or on social media.

What You'll Do

- Connect a person with help applying for CHOICES, ECF CHOICES, or Katie Beckett, and provide support related to other applicable long-term services and supports programs, including 1915(c) Waiver programs and ICF/IID services, as applicable under the TennCare Beneficiary Support System.
- Respond to calls, letters and emails from members seeking support and information and provide assistance by phone, internet, in person, or through auxiliary aids and services when appropriate and requested.
- Assist with grievances and complaints related to TennCare MCO enrollment and access to benefits, as well as other matters within the Beneficiary Support System scope.
- Provide resources to members related to their rights, grievance and appeal rights, the State Fair Hearing process and available community resources
- Assist members, upon request, in navigating the grievance and appeal process and in appealing an MCO Adverse Benefit Determination to a State Fair Hearing.
- Refer the person to TennCare, the person's TennCare health plan, DRT's intake team, sources of legal representation, or another appropriate resource, and help with next steps. The Beneficiary Support Specialist does not provide legal representation, legal counsel, or legal advice in a State Fair Hearing or appeal.
- Maintain accurate documentation and provide services within prescribed timelines
- Maintain the confidentiality and security of member information and comply with applicable DRT and TennCare privacy, confidentiality, HIPAA, and information-security requirements.
- Collaborate with BSS team members, DRT and TennCare
- Provide services in a nondiscriminatory and culturally competent manner, including coordinating free language assistance, communication assistance, auxiliary aids and services, and reasonable accommodations when needed.
- Complete TennCare-provided or TennCare-facilitated training regarding applicable TennCare programs, MCO grievances and appeals, the State Fair Hearing process, and other required topics, including ongoing training as required by TennCare.

- Perform Beneficiary Support System services in accordance with applicable TennCare policies, protocols, procedures, and timelines.

Keys to Success

To be successful in this job, you must possess these values, skills and abilities:

- Knowledge of TennCare, Tennessee Department of Disability and Aging (DDA), Long-term Support Services (LTSS), and/or Home and Community-Based Services (HCBS)
- Sound professional judgment.
- Strong analytical, organizational, and time management skills.
- Proficient use of computers and word processing software. Ability to learn to use the Disability Advocacy Database or other case database used by DRT.
- Strong written and verbal communication skills even when navigating complex or sensitive topics.
- Ability to engage in logical analysis.
- Ability to work well as a member of a three-person program team and DRT team member
- Commitment to nondiscrimination compliance policies as outlined by TennCare and DRT
- Ability to communicate effectively and respectfully with individuals from diverse cultural backgrounds and with individuals who may require language assistance, auxiliary aids and services, reasonable accommodations, or alternative communication formats.
- Ability to maintain confidentiality and appropriately safeguard sensitive member information.

What Else You Should Know

- The Beneficiary Support Specialist must have either: (1) a Bachelor's degree plus at least one year of professional experience in human services, social work, psychology, or a related field; or (2) a Master's degree in human services, social work, psychology, or a related field. This is a full-time position at 37.5 hours per week, with flexibility in the daily schedule.
- This position is dedicated to performing Beneficiary Support System responsibilities under DRT's TennCare contract.
- The position serves the state of Tennessee and may require statewide travel, including in-person assistance when requested and when other forms of assistance are insufficient to meet a member's needs.
- The successful candidate must live within 60 miles of DRT's Knoxville, Memphis or Nashville office.
- Reliable home internet is required.
- DRT will provide necessary technology and equipment.
- Remote work may be permitted when travel is not required.

The salary for this position **begins at** \$49,500; the exact salary for this position depends on experience, certifications, and skills. We offer excellent benefits such as a flexible schedule, remote work, paternal leave, paid federal and state holidays, 401K, FSA, and insurance options including medical, vision, dental, life, and disability.

DRT does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service or other non-merit factor. We make all employment decisions based on business needs, qualifications, and individual merit.

What Now?

If this seems like you, please send a **resume and cover letter** to Ann Anderson, Human Resources and Finance Director at humanresources@disabilityrightstn.org

If you have questions about the position, reach out to Jennifer Shilling, Beneficiary Support Services Program Director at jennifers@disabilityrightstn.org