Disability Rights Wisconsin is the designated, federally-funded protection and advocacy agency for persons with disabilities in Wisconsin. An award-winning non-profit agency with nearly 40 years of experience, DRW uses a variety of individual and systems advocacy approaches to protect people’s rights, including legal and administrative remedies, legislative and policy change, and training. DRW has four offices in Wisconsin: Madison, Milwaukee, Rice Lake, and Menasha.

The SSI Managed Care External Advocacy Project provides statewide advocacy to SSI-related Medicaid recipients enrolled in managed care plans to insure access to quality medical services, as well as assistance with Medicaid eligibility issues.

The Medicare Part D Helpline Project provides information and counseling about Medicare Part D to people with disabilities statewide via the Disability Drug Benefit Helpline, and engages in a variety of outreach activities and trainings about Medicare Part D to consumers and professionals.

**Essential Duties and Responsibilities:**

**SSI Managed Care Advocacy:**

1. Provide information, referrals, guidance and consultation over the telephone or in person to managed care enrollees or others who call for help on advocacy issues pertaining to SSI Managed Care.
2. Collect client information in preparation for group case acceptance meetings or meetings with supervisor, investigate complaints of problems experienced by managed care enrollees, inform person requesting assistance of decision to accept or deny case, and how Disability Rights Wisconsin (DRW) will respond to the request.
3. Work collaboratively with MCOs, providers, state and county officials to resolve problems experienced by managed care enrollees. Use conflict resolution and mediation methods, as well as direct representation at grievance or fair hearings.
4. Provide timely written responses to inquiries, prepare written analyses of advocacy issues, and prepare documentation for appeals, fair hearings, and other formal and informal dispute resolution procedures.
5. Maintain expertise in the area of SSI Managed Care.

**Medicare Part D Disability Drug Benefit Helpline Advocacy:**

6. Provide Medicare Part D information and counseling to people with disabilities or their representatives on all issues related to the Medicare Part D benefit, including eligibility, enrollment, cost sharing, recipient rights, appeals, subsidy eligibility, plan comparison and plan choice.
7. Develop outreach and training materials for use by Medicare Part D beneficiaries and professionals who work with Medicare Part D beneficiaries, including brochures, booklets, etc.
8. Assist with the planning and implementation of the annual Fall statewide trainings on Medicare for professionals.
9. Work cooperatively with other agencies that are responsible for Medicare Part D advocacy. Participate in task force meetings, committee meetings, web forums, and trainings related to Medicare Part D.
10. Maintain expertise in Medicare Part D.
Additional Responsibilities:

11. Complete required intake and case recording forms, and maintain accurate records of client interactions and case progress on computerized data bases specific to each grant.
12. Perform outreach activities and trainings to inform people with disabilities, enrollees and professionals about SSI Managed Care advocacy and Medicare Part D, with an emphasis on reaching culturally diverse and underserved populations.
13. Represent DRW on task forces, coalitions, and committees concerned with the rights of people with disabilities, especially those dealing with SSI Managed Care or Medicare Part D.
14. As assigned, participate on internal DRW work groups or teams to develop appropriate advocacy strategies and programming for working on behalf of people with disabilities.
15. Other duties as may be necessary to achieve the objectives of the grant.
16. Some statewide travel required.

Minimum Qualifications:

Bachelor’s degree.
Knowledge of Medicaid program and Medicaid managed care.
Experience in project planning and coordination or other experience requiring excellent organizational skills, including the ability to work independently and cooperatively, manage a high volume of tasks, and attend to detail.
Paid or unpaid experience with individual and/or systems advocacy.
Basic computer skills, including word processing and use of email and the internet.
Experience/direct contact with people with disabilities.
Occasional travel required.

Preferred Qualifications:

Demonstrated commitment to the advancement of social justice issues.
Experience with culturally diverse populations.
Bilingual: English and Spanish or English and Hmong.
Experience providing outreach and developing consumer education and outreach materials.
Experience with databases, data collection and reporting.
Experience in public speaking and training.
Excellent verbal and written communication skills.

DRW is an equal opportunity/affirmative action employer committed to a diverse work force. Members of minority groups and persons with disabilities are strongly encouraged to apply. Alternate formats of this Position Announcement are available upon request. Materials may be submitted in alternate formats if necessary.

Competitive benefits and salary package. Please submit resume and cover letter to hr@drwi.org. Please respond as soon as possible for priority consideration. Position will be remain open until filled.