

## Who we are and what we do:

The mission of the Tennessee Department of Disability and Aging is to become the nation's most person-centered and cost-effective state support system for people with disabilities and older Tennesseans.

Our vision is to support older Tennesseans and those with disabilities to live the lives they envision for themselves.



*Pursuant to the State of TN's policy of non-discrimination, the State of Tennessee does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, sexual orientation, age, disability, or military services in its policies, or in the admission of, access to, treatment, or employment in its programs, services, or activities.*

### Job Description

The Department of Disability and Aging ("DDA") is seeking a Temporary Aging Program Clerk. This temporary experience will provide an opportunity to gain insight into Medicare, Medicaid, the aging community at both a state and federal level, healthcare compliance, community outreach, and customer service. Qualified applicants will be expected to work on site at the Department of Disability and Aging, and will be trained with Medicare, low-income assistance, and Medicare Part D Drug Plan comparisons to assist Tennesseans with enrollment into their prescription plan choice for the upcoming year. This is an excellent opportunity to help older adults and individuals make the most of their Medicare healthcare coverage.

### Key Responsibilities

 Including, but not limited to:

- Become familiar with Medicare and the Annual Enrollment Period;
- Complete comparisons on Medicare Part D Prescription Drug Plan ("PDP") Worksheets received from beneficiaries;
- Counsel Medicare beneficiaries on their plan options by phone, virtually, or in-person;
- Be trained to enter client contact data into our federal data system;
- Assist with Annual Enrollment Period related mail outs;
- Attend outreach and enrollment events as needed; and
- Be trained on and track the State Health Insurance Assistance Program ("SHIP") cost outcomes/savings for Medicare beneficiaries.

### Education and Experience

- Education equivalent to graduation from a standard high school.
- Organization and time management skills.
- Excellent verbal and written communication skills.
- Strong customer service skills and professionalism.
- Being multi-lingual is a plus but is not required.

### Hours and Location

- Between 18-20 hours per week; Monday–Wednesday; in person; downtown Nashville; free parking provided.

### About DDA

The Department of Disability & Aging is the state agency responsible for providing services and support to more than 1.5 million Tennesseans with intellectual and developmental disabilities and to older Tennesseans. For people with intellectual and developmental disabilities, this is done through the home and community-based waiver programs, Tennessee Early Intervention System ("TEIS"), Katie Beckett Program, Medicaid Alternative Pathways ("MAPs") Program and Family Support Program. For older adults, some of those programs include CHOICES, State Health Insurance Assistance program ("SHIP"), home and community-based programs, nutrition services, caregiver support, transportation assistance, and public guardianship.

The department supports people to live the lives they envision for themselves by ensuring people are free to exercise rights, engage with their broader communities and experience optimal health. DDA is the first state service delivery system in the nation to receive Person-Centered Excellence Accreditation from the Council on Quality and Leadership. It has also been recognized as a national leader in its efforts to increase competitive, community-based employment outcomes for people with disabilities and its commitment to enhancing independence through Enabling Technology.

**Interested candidates should send their resume to Lori Galbreath at [Lori.Galbreath@tn.gov](mailto:Lori.Galbreath@tn.gov).**