



**Position:** Medicaid Service Coordinator Supervisor  
**Program/Department:** Medicaid Service Coordination  
**Reports to:** Director of Medicaid Service Coordination  
**Work Location:** 285 Schermerhorn Street, Brooklyn, NY  
**Hours:** Full Time

**Position Summary:**

Assist in the administration of the MSC program at 285 Schermerhorn Street and provide supervision to three Service Coordinators and direct case management services to an assigned caseload. Provide guidance to MSC staff. Recruit clients, conduct intakes, and use the OPWDD CHOICES electronic case records system.

**Responsibilities:**

- Coordinate the processing of Medicaid Service Coordination (MSC) and HCBS Waiver applications, using the OPWDD electronic system to submit various forms and applications. Serve as liaison between the MSC program, DDROs, and Waiver programs.
- Pre-screen clients to determine if they meet the criteria to apply for MSC services, and conduct in-home intakes.
- Review MSCs documentation, chart reviews, billing, DDPs and staff guidance.
- Input data into the AWARDS database and conduct weekly Medicaid batch checks. Act as the Data Quality Assurance Coordinator, assessing data entered into AWARDS, and other software, to ensure that it is entered appropriately. Run monthly AWARDS demographic and standardized reports. Review the reports for missing, inaccurate, or duplicate data, providing the findings to the Program Director.
- Develop, implement, maintain, review, and oversee the Service Plans for a caseload of ID/DD consumers. Maintain and oversee case records to meet audit standards.
- Locate resources, programs, and other services for consumers. Assist consumers in maintaining Medicaid and eligibility for services. Liaise with other service providers to ensure coordination of services on behalf of consumers.
- Conduct face-to-face meetings and other contacts with consumers, including visits to their homes. Hold family and advocacy meetings to ensure service satisfaction.
- Respond to on-call emergencies and be on a rotational emergency cell phone schedule.
- Other tasks as may be required.

**Qualifications:**

- Bachelor's degree in a human services field.
- One year of MSC experience.
- Good oral and written communication skills.
- Skilled in handling emergencies and urgent matters while staying organized.
- Able to do field work and be on call as needed.

**Qualifications Preferred:**

- Master's in a human services field.
- Supervisory experience

**Contact:**

Email Resume and Cover Letter to:  
Rose Sauls, Division Director: at [rsauls@WeAreBCS.org](mailto:rsauls@WeAreBCS.org)