

**CITY OF NEW YORK  
NEW YORK CITY DEPARTMENT FOR THE AGING**

**CITYWIDE VACANCY NOTICE**

Civil Service Title:	<u>Community Coordinator</u>	Salary:	<u>\$60,889* - (Non-City minimum) \$70,022** - (City minimum)</u>
Title Code:	<u>56058</u>	Number of Positions:	<u>1</u>
Office Title:	<u>Program Associate (MIPPA)</u>	Work Location:	<u>2 Lafayette Street, NYC</u>
Division/Work Unit: <u>External Affairs/Health Insurance Assistance Program (HIICAP)</u>			

**Additional Information:**

*The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.*

*As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs.*

**Job Description:**

With an overarching mission to eliminate ageism and ensure the dignity and quality of life of approximately 1.8 million older New Yorkers, the NYC Department for the Aging is deeply committed to helping older adults age in their homes and creating a community-care approach that reflects a model age-inclusive city.

The Health Insurance Information Counseling and Assistance Program (HIICAP) helps older adults navigate the complexities of all components of Medicare. HIICAP conducts public outreach presentations and workshops to older adults, community partners, and other groups on Medicare, Medicaid, Medigap, Elderly Pharmaceutical Insurance Coverage (EPIC), and Medicare's preventive services. New York State certified counselors provide assistance with Medicare Part D prescription plan selection, Medicare Savings Programs, and enrollment by appointment and via telephone, among other services. In addition, HIICAP has 7 community-based sites citywide that offer direct assistance in 15 different languages. HIICAP also received the NYC Top Performer award from the NY.

The mission of HIICAP is to promote the independence, health, and dignity of older adults through direct support, education, and advocacy.

We are seeking a dedicated and compassionate individual to join our team as a HIICAP (Health Insurance Information, Counseling, and Assistance Program) as a Program Associate for the Medicare Improvement for Patient Provider Act (MIPPA) Program. The Medicare Improvements for Patients and Providers Act (MIPPA) is a multi-faceted piece of legislation related to Medicare. Provisions of MIPPA allocates federal funding for State Health Insurance Assistance Programs (SHIPs), Area Agencies on Aging (AAAs), and Aging and Disability Resource Centers (ADRCs) to help low-income Medicare beneficiaries apply for programs that make Medicare affordable. In this role, you will play a crucial part in assisting beneficiaries with understanding their health insurance options, including enrollment in the Medicare Savings Program and Extra Help by guiding beneficiaries through the application process with eligibility requirements, and benefits.

The responsibilities of the Medicare Improvement for Patient Provider Act (MIPPA) Program Associate include, but are not limited to:

- Work closely with MIPPA community sites to ensure they are meeting their metrics for enrollment in the Medicare Savings Program and Extra Help, providing support and assistance as needed.
- Work with Community Partners, as community support liaison, to oversee programmatic requirements, such as Beneficiary Contact Form (BCF) issues.
- Ensure Community Partners (BCF) Group and Media Outreach Education data meet performance measures provided by the program funder.
- Monitor site metrics and input data in PeerPlace system.
- Monitor and track data for Beneficiary Contact Forms (BCF), Group Outreach Education (GOE), and Media Outreach & Education (MOE) conducted by MIPPA community sites, ensuring accurate documentation, and reporting of outreach activities.
- Participate in local and state initiatives, partnerships, and collaborations related to Medicare and health insurance counseling.
- Participate in improving outreach strategies, enhancing program effectiveness, and identifying new service areas.
- Lead special projects or initiatives as directed by the Director of HIICAP.

**\*Non-City rate (non-City candidates & candidates with less than 2 years of City Service)**

**\*\*City incumbent rate (Candidates with 2 or more active years of City Service)**

**Minimum Qualifications:**

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above;
2. High School graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties described above; or
3. Education and /or experience which is equivalent to “1” or “2” above. However, all candidates must have at least one year of experience as described in “1” above.

**Preferred Skills:**

- Strong understanding of Medicare Parts A, B, C, and D, as well as Medicare Advantage, Medicare Supplement Plans, and Medicare Savings Programs.
- Experience working with older adults, disabled individuals, or other populations eligible for Medicare a plus.
- Experience in planning and conducting community outreach initiatives such as health fairs, enrollment events, and educational workshops a plus.
- Experience in health coverage or aging services preferred.
- Experience conducting eligibility screenings and helping clients navigate health coverage options and assistance programs preferred.
- Proficiency in data entry, data management, virtual meetings, and reporting.
- Familiarity with tools for tracking outreach contacts, program engagement, and program metrics a plus.
- Proficiency in Microsoft Office Suite, (Excel, Word, PowerPoint).
- Proficiency with client management systems relevant to MIPPA.

**NOTE: NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT.**

**TO APPLY**

**Please be sure to submit a resume & cover letter when applying.**

**All current City Employees may apply by going to Employee Self Service (ESS) <http://cityshare.nycnet/ess>**

**Click on Recruiting Activities/Careers and Search for Job ID #699455**

**All other applicants, please go to [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search) and search for Job ID #699455**

**Please do not email, mail or fax your resume to DFTA directly.**

Posting Date: **March 12, 2025**

Post Until: **Filled**

JVN No. **125-25-31 CW**