

## Job Description

**Job Title:** Health Care Support Specialist **Pay Range:** 5  
**Reports To:** Assistant Director – Health Care or Supervisor - Health Care Operations  
**Department:** Health Care **FLSA Status:** Exempt  
**Division:** Health Care

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**SUMMARY:** This position is responsible for supporting operational and escalation functions of the OPERS Health Care Program. The role may perform eligibility determination, account processing, and operational support activities, while also contributing to the resolution of complex issues and member inquiries as needed. This position serves as a resource to internal staff and supports coordination with vendors and stakeholders to ensure accurate and timely delivery of health care services. Responsibilities may vary based on business needs, with flexibility to support either operational processing or escalation-related work. In addition, this position may perform specialized work in one or more of the following areas: Retiree Medical Account (RMA) administration, Medicare and Pre-Medicare Connector support, quality assurance review of vendor support to members, and/or auditing of Health Care administrative and operational processing.

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### ESSENTIAL FUNCTIONS:

1. Serves as a liaison between retirees and healthcare vendors, managing inquiries and escalated issues from multiple sources while providing timely, accurate responses, maintaining member accounts, and delivering guidance on healthcare-related matters.
  2. Acts as a resource to the Internal Help Line to assist with complex questions and clarify details of the OPERS Health Care Program and the IT Department to provide guidance on escalated cases and how benefit recipient and/or member accounts should be updated and makes recommendations.
  3. Serves as a subject matter expert on the vendors, programs, and policies that support the OPERS Health Care Program and develops and maintains a thorough understanding of OPERS business processes and systems functionality and features.
  4. Determines eligibility and effective dates for dental, vision, HRA, and COBRA plans based on qualification requirements; reviews documentation from healthcare vendors, retirement systems, and internal departments; and resolves premium and/or premium discrepancies.
  5. Reviews and audits calls between OPERS retirees and vendors related to the Health Care Program, along with trends in Compass, to identify common questions, issues, and concerns; uses insights gathered to recommend process and training improvements.
  6. Audits healthcare administrative and operational processing to ensure adherence to quality assurance standards. Collects data and tracks issues or trends for performance trend analysis.
  7. Provides Medicare and Pre-Medicare Connector administrative support (which may include tasks specific to vendor and/or OPERS operations) to the Assistant Director of Health Care.
  8. Serves as the vendor administration lead for the RMA program, partnering closely with the Assistant Director of Health Care to oversee vendor performance, reporting, retiree communications and contract, audit and program activities.
  9. Escalates and/or discusses issues with the Assistant Health Care Director and/or Health Care Operations Supervisor for resolution as appropriate.
  10. Performs other duties as assigned.
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### KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM ESSENTIAL FUNCTIONS\*

#### *Education*

• High school diploma or GED	• <input checked="" type="checkbox"/> Required
• Bachelor's degree	• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred

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Direct relevant experience can be substituted for education (if applicable)

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### *Qualifications*

<ul style="list-style-type: none"> <li>• High level of professionalism with strong customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Strong problem solving and analytical skills with the ability to proactively address issues as they arise</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Strong verbal and written communication skills with the ability to articulate messages effectively</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to manage and present complex information in an understandable and compelling manner</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Strong leadership skills</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Strong attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to work independently and prioritize work efficiently, while also working collaboratively with a team to achieve common goals</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to efficiently and proactively manage a variety of complex issues in a fast-paced work environment</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to react quickly in high stress situations.</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>

### *Experience*

<ul style="list-style-type: none"> <li>• 3 years' experience in a professional work environment, preferably in a customer service/support role.</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• 1 years' OPERS work experience with strong knowledge of Health Care and Benefit programs or comparable work experience</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• PC proficient, with basic to intermediate knowledge of M PowerPoint; intermediate knowledge of MS Windows operating system; intermediate to advanced knowledge of MS Word; MS Excel; Internet Web Browsers (e.g. Edge or Chrome) and MS Outlook (internal email systems)</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge of Medicare, Affordable Care Act, and health insurance concepts (e.g. deductibles, copays, coinsurance, underwriting)</li> </ul>	<ul style="list-style-type: none"> <li>• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred</li> </ul>
<ul style="list-style-type: none"> <li>• Solid knowledge of OPERS Administrative rules, and Chapter 145 Ohio Revised Code</li> </ul>	<ul style="list-style-type: none"> <li>• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred</li> </ul>

### *Certifications/Licenses*

<ul style="list-style-type: none"> <li>• No certifications/licenses</li> </ul>	<ul style="list-style-type: none"> <li>• <input type="checkbox"/> Required <input type="checkbox"/> Preferred</li> </ul>
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### *Physical Requirements*

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<ul style="list-style-type: none"><li>• Select Physical Requirement</li></ul>
<ul style="list-style-type: none"><li>• Other:</li></ul>

**\*Reasonable accommodations may be made to enable individuals with disability to perform the essential functions. If repetitive physical movement is required to perform the essential functions of the position, please discuss with HR**

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***DISCLAIMER:*** *The above statements are not intended to be construed as an exhaustive list of all duties, skills and responsibilities required.*

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