

Job Description

Job Title: Health Care Specialist
Reports To: Supervisor – Health Care
Department: Health Care
Division: Health Care

Pay Range: 4
FLSA Status: Non-Exempt

SUMMARY: This position has advanced knowledge and will serve as a subject matter expert in determining health care eligibility and processing enrollments, changes and terminations of all health plans offered by OPERS in accordance with OPERS rules, statutes, plan documents, policies and procedures.

ESSENTIAL FUNCTIONS:

1. Determines eligibility, reviews and/or verifies all necessary documentation to process workflow, including overpayments and/or underpayments for dental/vision premiums, Medicare Part A reimbursement, and the HRA and takes full ownership to refund or collect these amounts.
 2. Manages and updates benefit recipient and/or member accounts by proactively or reactively communicating with benefit recipient and/or members through templated and/or custom correspondence, emails, and calls.
 3. Determines eligibility and effective date based on qualification requirements for the group dental and vision plan, HRA, and COBRA in response to reports/files received from health care vendors, other retirement systems or internal departments.
 4. Works with health care vendors and/or uses their systems to reconcile complex eligibility information and coordinates the required correction of the associated claims and premium payments.
 5. Provides support to health care staff, internal departments and/or health care vendors by researching and resolving complex account issues and escalated issues, which includes using the OPERS health care and Compass systems and/or vendor systems and communicating with internal staff, vendors and the impacted benefit recipient and/or member until the issue has been resolved.
 6. Trains health care staff and staff from internal departments on updated or new processes and procedures due to legislative and/or administrative rules changes, plan document changes and system enhancements.
 7. Reviews and updates standard operating procedures to ensure alignment with operational processes.
 8. Analyzes and interprets the intended process and system functionality of new/enhanced software applications from documentation and meeting discussions; translates business requirements and process execution into user test scenarios.
 9. Conducts independent testing of business requirements, which includes documenting test results, identifying defects, and adhering to testing deadlines.
 10. Escalates and/or discusses issues with the Health Care Supervisor as appropriate.
 11. Maintains a customer service-oriented work approach towards internal and external customers.
 12. Performs other duties as assigned.
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KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM ESSENTIAL FUNCTIONS*

Education

Ohio Public Employees Retirement System

• High school diploma or GED	• <input checked="" type="checkbox"/> Required
• Bachelors in related field	• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred

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

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Qualifications

Job Description

• Strong attention to detail	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Proactively manage a variety of complex issues	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong analytical skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong customer services skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong problem-solving skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Strong verbal and written communication skills	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Knowledgeable of medical terminology	• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred
• Ability to work as a team member and individually	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Ability to react quickly in high stress situations	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Knowledgeable of Medicare and Retiree Health Plans	• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred

Experience

• 1 year of experience as a Health Care Processor or comparable work experience	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Insurance or health care field exposure	• <input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred
• Solid knowledge of OPERS Administrative rules, and Chapter 145 Ohio Revised Code	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred
• Basic knowledge of Microsoft Windows Operating System, Microsoft Outlook, Microsoft Word and Microsoft Excel	• <input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred

Certifications/Licenses

• No Certifications/Licenses	• <input type="checkbox"/> Required <input type="checkbox"/> Preferred
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*Physical Requirements** (if applicable)

• Select Physical Requirement
• Other:

***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**

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