Connecticut's Official
Health Insurance Marketplace

access health CT

Access Health CT Appeals Manager
Job Posting

Position Summary:
The Connecticut Appeals Manager will develop, define, implement, maintain and revise, as necessary, appeals and grievance policies, standards, and procedures. The Appeals Manager is responsible for administering as well as for participating in and/or leading the development of the appeals and grievance programs, policies and procedures, for Issuer Decertification, for Broker Decertification and Disciplinary Action, for Employee and Employer Appeal s of the Shared Responsibility Penalty and Receipt of Tax Credits through the Marketplace, and for Administrative Review of Grievances associated with the Exchange's 1095A Tax reporting. In addition s/he will manage all Marketplace Exemptions under the ACA and for the supervision of the MAGI Appeals relationship with the Department of Social Services. This position will provide management, direction, and coordination of the business, functional, and technical teams as various components of the appeals and grievances process are developed and implemented.

The person in this position is also required to work with the Regulatory Compliance Manager on the development and delivery of a comprehensive information security and privacy program. This includes ensuring that the Exchange meets all State and Federal laws, regulations and policies regarding information privacy and security, including requirements within the Health Insurance Portability and Accountability Act (HIPAA) and the Tax Information Security Guidelines for federal, state and local Agencies. Knowledge of HIPAA, HiTech and IRS privacy and security controls to effectively comply with regulatory requirements and ensure protection of data is required.

This position reports directly to the General Counsel, but must work collaboratively with Exchange staff attorneys and the Regulatory Compliance Manager as well as with plan management staff and management from other state and/or federal agencies including CMS and CCIIO, the IRS, the Office of Healthcare Advocate, the Connecticut Department of Social Services and the Connecticut Insurance Department.

DUTIES AND RESPONSIBILITIES:

- Define, implement, and manage the Exchange's appeals and grievances program including policies, standards, and program procedures and reporting.

- Develop a sustainable end to end program workflow, coordinating process flow, testing operational protocols and solidifying procedures.
- Coordinate the Exchange's Appeals and Grievances Program with federal and state Agencies as required including CMS, CCIIO, the Department of Social Services (DSS), Office of Healthcare Advocate (OHA) and Connecticut Insurance Department (CID).
- Manage appeals and grievances processes including coordination, management, and documentation of court hearings, depositions, and other legal actions.
- Conduct Administrative Desk Reviews for subscriber grievances resulting from the Exchange's Tax Reporting.
- Oversee and provide input into the development of the Exchange's information privacy and security policies, standards and procedures and report data breaches to appropriate authorities.
- Collaborate with cross functional teams including the compliance office, data custodians and auditors in the development of such policies.
- Support the continuous improvement methodology in operationalizing policies, workflow and controls.
- Maintain and promote professional, sound business relationships with suppliers, stakeholders and the business community.

QUALIFICATIONS & REQUIREMENTS:

- Bachelor's Degree in related government, legal, business, or program management field, or equivalent experience (Equivalent experience being 5+ years in government, healthcare, or insurance or combination of these activities)
- Prefer some legal expertise or JD
- Knowledge of ACA and of Medicaid that includes experience administering the ACA law, regulations and procedures and Medicaid law, regulations and procedures
- Knowledge of compliance with regulatory data privacy requirements such as HIPAA
- Prior experience and ability to work cross functionally with plan management, IT, Legal, operations and other Exchange teams to bridge requirements
- Experience in managing consultants and teams (Strongly preferred)
- Strong analytical and conflict resolution and persuasion skills
- Candidate must be fully proficient with the full suite of MS Office: Word, Excel and PowerPoint.
- Intellectual curiosity - An ability to understand the business, gather and interpret information, translate into effective program strategy and implementation
- Ability to take initiative and work in a fast-paced environment and meet tight and inflexible deadlines
- Strict observance to applicant confidentiality
- Proven experience building internal work relationships

Equal Opportunity and Affirmative Action Employer

Please send your resume with a cover letter to:

HRinbox.CTHIX@ct.gov.

Refer to AHCT Appeals Manager in the subject line