



access health CT
Job Description

Job Title: Appeals and Exemptions Analyst
Reports: Appeals and Exemptions Supervisor
Department: Legal

FLSA Status: Exempt
Grade: 13

Summary /Overview:

This position will be responsible for supporting exemptions and appeals functions for the Legal Affairs and Policy Department. This includes maintaining the appeals and exemptions database records and scheduling reviews and or hearings, preparing and tracking correspondence, prioritizing and coordinating reviews and hearings, and initiating communications both internally and externally to verify information and transaction completeness. The Appeals and Exemptions Analyst will be responsible for conducting the research for all unsubsidized qualified health plan eligibility appeals, employer appeals and exemptions, and conferring with the Appeals and Exemptions Supervisor who will make the final determinations. The Analyst will be responsible for communicating the disposition of all appeals and exemptions to applicants, as necessary.

This position reports directly to the Appeals and Exemptions Supervisor, and works collaboratively with Exchange attorneys and the Manager of Policy and Strategy as well as with plan management staff and management from other state and/or federal agencies including CMS and CCIO, the IRS, the Office of Healthcare Advocate, the Connecticut Department of Social Services and the Connecticut Insurance Department.

Essential Duties and Responsibilities

- Responsible for the submission, investigation, and timely resolution of exemption requests, appeals, grievances, and/or complaints received.
- Schedule reviews and hearings and initiate communications both internally and externally to verify information and transaction completeness.
- Enter consumers' personal information as needed in the HIX worker portal/Scan Optics database case management's tracking system, maintain current case activity (including but not limited to preparing summaries, drafting correspondence and administrative orders, and maintaining statistical records), ensuring the confidentiality, accuracy, and integrity of the customer information.
- Research issues and ascertain facts using state and federal databases, knowledge of ACA eligibility standards.
- Ensure each consumer and requestor receives notifications, acknowledgements, and decisions in compliance with federal regulations, program standards, and performance expectations.

- Request, obtain, and conduct assessments of consumer's personal financial records, state wage data, citizenship and lawful presence documents, and tribal membership verification, as appropriate to determine the facts of an appeal or request for exemption.
- Escalate issues to the appropriate supervisor or leadership as necessary.
- Coordinate with other agencies as necessary.
- Provide excellent customer service, consider consumer needs, answer questions with accuracy and respect, and resolve issues quickly.
- Create and maintain status reports.
- Screen applications, letters, memos, reports, and other materials to determine action required.
- Prepare correspondence, including document drafting and editing.
- Support legal staff as needed.
- Other duties as assigned.

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's Degree or Equivalent experience being 2+ years in government, healthcare, or insurance or combination of these activities
- Knowledge of ACA and of Medicaid that includes experience administering the ACA law, regulations and procedures preferred
- Experience working effectively with consultants and multiple teams.
- Strong analytical, conflict resolution and persuasion skills
- Candidate must be fully proficient with the full suite of MS Office: Word, Excel and PowerPoint.
- 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

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: the noise level in the work environment is usually low. Requires fast-paced deadlines and has a high stress at times. No travel is required.

Equal Opportunity and Affirmative Action Employer