



**Legal Compliance Manager**  
**Job Posting**  
**Salary: \$80,000**

**Summary/Overview:**

As the Legal Compliance Manager, this exempt position will report to the General Counsel and be responsible for large scale program management and general project management duties. You will also be responsible for developing appeals and grievance program metrics and reporting. 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. Once operational, you will be responsible for the day-to-day management of the program. This position will develop, define, implement, maintain and revise as necessary appeals and grievance policies, standards, and procedures and monitor on an ongoing basis processes to oversee and coordinate the identification, documentation, reporting, investigation, and resolution of all appeal and grievances

This position will also be responsible for the Exchange's information privacy policies within and across Federal and State Agencies and is expected to provide leadership in the development and delivery of a comprehensive information security and privacy program. This includes ensuring 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. In-depth knowledge of HIPAA, HiTech and IRS privacy and security controls to effectively comply with regulatory requirements and ensure protection of data is required.

In addition this position will be responsible for monitoring Exchange compliance with Connecticut's Freedom of Information. This position reports directly to the General Counsel, but must work collaboratively with Exchange staff attorneys and plan management as well as attorneys and management from other state and/or Federal agencies including the Office of Healthcare Advocate, the Connecticut Department of Social Services, the Connecticut Insurance Department, the Freedom of Information Commission and the IRS.

**Our Vision:** The AHCT supports health reform efforts at the state and national level that provide CT residents with better health, and an enhanced and more coordinated health care experience at a reasonable, predictable cost.

Our **Mission:** To increase the number of insured residents, improve health care quality, lower costs and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

**Essential Duties and Responsibilities:**

- Define, implement, and manage the Exchange's appeals and grievances program including policies, standards, and program procedures.
- Develop a sustainable end to end program workflow, coordinating process flow, testing operational protocols and solidifying procedures.
- Develop coordinate and complete the appeals and grievances processes compliance with operational and privacy standards.
- Audit the program application to ensure processes, procedures and controls are operational and efficient.
- Coordinate the Appeals and Grievances Program with State Agencies as required including 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.
- Ensure that the information created, acquired or maintained by Access Health CT or its third parties, and its authorized users, is used in accordance with its intended purpose through policy and control development and requirements.
- Oversee third party audit requirements for compliance with privacy and security controls.
- Oversee and provide input in the development of Access Health CT information privacy and security policies, standards and procedures.
- Collaborate with cross functional teams including the compliance office, data custodians and auditors in the development of such policies.
- Monitor Exchange compliance with Connecticut's Freedom of Information law and ,manage the FOIA process for contracting with Exchange Vendors.
- 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.

**Competencies:** to perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality.
- Oral Communication - Listens and gets clarification; Responds well to questions.

- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit.
- Professionalism - Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- Attendance/Punctuality - Is consistently at work and on time.
- Dependability - Follows instructions, responds to management direction; Commits to additional work hours when necessary to reach goals.
- Initiative - Takes independent actions and calculated risks; Asks for and offers help when needed.

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

- Bachelor's Degree in related legal/business/program Management field or equivalent experience (Equivalent experience being 15+ years of healthcare insurance experience)
- 5+ years Program management and project management experience in Healthcare or Insurance
- 5+ years analyzing and interpreting business metrics (financial or technical data) with the ability to communicate information for various audience levels.
- 3 years and knowledge of compliance with regulatory requirements including HIPAA, HiTech, Graham Leach
- Prior experience and ability to work cross functionally with business, IT, Legal and other 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, Powerpoint, Visio required
- Intellectual curiosity - An ability to understand the business, gather and interpret information, translate into effective program strategy and implementation
- Ability to work in 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. Presentations to the Board of Directors are required. Minimal travel.

*Access Health CT is an EEO and Affirmative Action Employer*

Please send your resume with a cover letter to: **HRinbox.CTHIX@ct.gov**