Job Description

Job Title: Plan Management Analyst   **FLSA Status:** Exempt
Reports: Carrier Product Manager   **Grade:** 15
Department: Plan Management/Legal

Summary Overview

The Plan Management Analyst will work closely with the Plan Management Team's Carrier Product Managers in support of the Qualified Health Plan (QHP) Certification efforts to meet federal, state, carrier and Access Health CT requirements. The Plan Management Analyst will also be responsible for managing all aspects of Plan Management's IT business development, implementation and testing needs for the Individual and Small Business Health Options (SHOP) Plan Management Portal (PMP) staging system in order to meet federal, state, carrier and Access Health CT requirements. The Plan Management Analyst will coordinate with the Enterprise Project Management Office (EPMO) as the Plan Management lead for all PMP IT business associated development projects for the department. The Plan Management Analyst will report to the Carrier Product Manager.

Essential Duties and Responsibilities

- Learn and have knowledge of the carriers' plan offerings on the Exchange
- Learn and understand the requirements of the annual ACA Qualified Health Plan (QHP) and Stand-Alone Dental Plan (SADP) Certification process.
- Responsible for the management and updating of the Essential Community Provider (ECP) database and semi-annual carrier review process of the ECP listings. Includes outreach to providers and confirmation of services provided and specific location information.
- Support the Plan Management team and prepare presentation materials for Advisory Committee and Board of Directors meetings as part of the annual QHP and SADP certification/recertification process.
- As part of annual QHP and SADP certification/recertification assist with:
  - performing quality assurance reviews to ensure accurate, consistent and complete data and supporting documentation has been submitted by carriers via the System for Electronic Rate and Form Filing (SERFF)
  - securing corrected/revised data and supporting documentation
  - validating resubmitted data
- Understand the workings of the Plan Management Portal (PMP) staging and integrated systems.
- Coordinate and oversee the annual staging and importation of all plan and rate data to/from the Plan Management Portal (PMP) to the Individual Integrated Eligibility System (IES) and the SHOP and Stand-Alone Dental (SADP) Platforms for "window shopping" and the annual Open Enrollment period.
- Gather data and information to support the creation of documents and/or analysis of data for all of plan management functions.
- Assist with coordination with other AHCT departments to determine scope of potential carrier issues, system or otherwise, such as decertification of carriers and plans.
- Acquire necessary skills to represent Plan Management team at constituent meetings as needed.

- Assist members of the Plan Management team with the interpretation of Centers for Medicare & Medicaid Services (CMS) regulations and evaluate AHCT certification requirements impacting Plan Management. Create business and system specifications, collaborate with and validate IT proposed user testing and deployment timeframes, review and revise Business System Designs (BSD) working with the Plan Management team to ensure accuracy of proposed system enhancements.
- Determine and document impact assessment to existing IT system design, workflows, project milestones/time frames, and system specifications.
- Manage and conduct functional, integrated and User Acceptance testing (UAT) testing for plan data and any new IES, SHOP and SADP platform functionality.
- Manage carrier data preview process for plan benefit and rate data, including creating security access credentials and communications for carrier data preview sessions.
- Other plan management duties as assigned, e.g., design and maintenance of PM certification review tools, competitive data analysis requests.

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.
- BA/BS college degree in health insurance related or IT major or equivalent experience.
- 5+ years of health insurance experience, including product development experience, and IT system design, testing, implementation.
- Understanding and application of IT development and implementation principles, including all phases of design, testing and implementation.
- Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited options and timeframes may exist.
- Excellent knowledge and experience of all Microsoft Office products including but not limited to Microsoft Excel, Project, Word, Outlook and JIRA and other industry related tools.
- Microsoft Excel, Outlook, Word skills and experience required including experience with Pivot Tables; Microsoft PowerPoint and/or Microsoft Access skills a plus.
- Exceptional attention to detail with proven analytical and organizational skills.
- Excellent written, oral, and interpersonal communication skills for effective internal and external customer service interaction and presentation development.
- Ability to read, analyze, and interpret complex insurance policy/regulatory information.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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: this is an in-office role in which the noise level in the work environment is usually low. Requires ability to work at a fast-pace and meet required deadlines.

Equal Opportunity and Affirmative Action Employer