



Job Description

Job Title: Carrier Product Manager
Reports: Director of Legal and Governmental Affairs
Department: Plan Management/Legal

FLSA Status: Exempt
Grade: 17

Summary /Overview

This position will manage the day to day relationship with the Health Insurance Carriers offering plans on the Marketplace. The Carrier Product Manager will ensure the Carriers are operationally and functionally ready in terms of plan and product detail, manual and automated systems and all supporting documentation to ensure the effective and successful implementation and availability of the Carrier's products on the Marketplace to meet the expected standards of the organization. This position will report to the Director of Legal and Governmental Affairs.

Essential Duties and Responsibilities:

- Establish and maintain a positive and constructive relationship with Individual and Small Group Health Insurance Carriers in order to offer a variety of Qualified Health Plans (QHP) to Marketplace consumers.
- Provide guidance to insurance carriers and collect benefit & rate data for medical and dental coverage, including but not limited to drug formularies, logos, URLs, attestations, applications, and carrier compliance programs.
- Develop and manage Carrier RFP process including solicitation, non-binding notice of intent and applications from medical and dental carriers.
- Analyze components of the plans to assure compliance with the Affordable Care Act and State regulations and monitor carrier compliance.
- Annually develop and implement AHCT certification requirements including but not limited to standard plan designs. Present to Advisory Committee stakeholders & others. Obtain feedback & incorporate as needed.
- Collaborate with the Connecticut Insurance Department (CID), Carriers, and other departments within AHCT as needed.
- Compile all necessary documents, such as carrier manuals noting the detailed provisions of each plan and assuring plan attestations are correct.
- Draft medical Schedule of Benefit templates for use by all carriers participating with AHCT.
- Understand electronic data interchange between the carriers and CMS and how it relates to enrollment eligibility and financial transactions.
- Certify, recertify, and recommend and initiate decertification of carriers and their plans when out of compliance with ACA and AHCT requirements.
- Participate in and provide input for the development of operational and system improvement of carrier data and IT interface.
- Provide system support to ensure that carrier plans can be accommodated by the Marketplace

- Work with IT to provide plan documentation and oversee correct plan uploading to the website
- Participate in the development and coordination of the annual open enrollment and plan renewal strategies.
- Coordination and resolution of escalated issues with the carriers throughout the plan year.
- Prepare presentations to the Board of Directors and Advisory Committees.
- Other plan management duties as assigned.

Competencies:

- Ability to develop positive and constructive working relationship with insurance carriers.
- Understanding of health care insurance industry, ACA policy, health insurance trends and issues, with a particular focus/knowledge of the CT marketplace.
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Ability to read, analyze, and interpret information
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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

- BA/BS required or related experience
- 5-7 years of experience in health insurance industry.
- Knowledge of all Microsoft Office products with proficiency in Excel.
- Previous experience with product development/management.
- Requires collaboration with policy and program personnel across the Exchange and diverse external organizations (state agencies, health plans, interest groups, consultants, etc.)
- Excellent communication, interpersonal, negotiation and organizational skills

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 in an in-office role in which 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.

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