



## Job Description

**Job Title:** Plan Management Technical Liaison  
**Reports:** Director of Legal and Governmental Affairs  
**Department:** Plan Management/Legal

**FLSA Status:** Exempt  
**Grade:** 14

### Summary /Overview

This position will 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 Technical Liaison will work with the PM Carrier Product Managers and the SHOP team, and 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 Technical Liaison will report to the Director of Legal and Governmental Affairs.

### Essential Duties and Responsibilities:

- Interpret Centers for Medicare & Medicaid Services (CMS) regulations and evaluate AHCT certification requirements impacting Plan Management and , 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.
- 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.
- Manage and conduct functional, integrated and User Acceptance testing (UAT) testing for plan data and any new IES, SHOP and SADP platform functionality.
- Establish and manage carrier data preview process for plan benefit and rate data, including creating security access credentials and communications for carrier data preview sessions.
- Collaborate and support business initiatives related to Ancillary product design development and system implementation
- 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 IT or health insurance related major or equivalent experience
- 2-4 years product development experience in system design, testing, implementation, preferably in the health insurance industry.

- Excellent understanding and application of IT development and implementation principles, including all phases of design, testing and implementation
- Ability to read, analyze, and interpret business design specifications
- Excellent written, oral, presentation/communication skills required to effectively present information to internal and external parties
- Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited options and timeframes may exist
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Requires the ability to collaborate with multiple departments across the Exchange, IT consultants and health insurance carriers, effectively managing multiple priorities simultaneously
- Knowledge of health insurance industry, including commercial health insurance products/plan designs
- Excellent knowledge and experience of all Microsoft Office products including but not limited to Microsoft Project, Word, Outlook, Excel, JIRA and other industry related tools.
- Excellent communication, interpersonal, negotiation, project management 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 is 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.

### **Equal Opportunity and Affirmative Action Employer**