

INSURANCE SPECIALIST

Purpose Statement

The job of Insurance Specialist was established for the purpose/s of managing the overall functions of employee group insurance benefits; resolving insurance benefit problems; providing information to new and current employees insurance carriers, health care providers and/or administrators, retirees and general public; serving as insured retirees coordinator; ensuring employee and retirees proof of coverage and accurate billing; and directing other employees.

This job reports to Manager - Group Insurance

Essential Functions

- Assists personnel, beneficiaries and/or insurance providers for the purpose of verifying eligibility, conveying information and processing claims.
- Checks computer runs on health/life/dental deductions for accuracy for the purpose of enrolling eligible employees in appropriate benefit plans and properly funding the benefit programs through employee and employer contributions.
- Coordinates activities (e.g. Health Fair blood screenings, etc.) for the purpose of delivering services in conformance with established guidelines.
- Counsels employees for the purpose of determining insurance coverage, retirement eligibility, insurance claims, and savings accounts.
- Distributes documents (e.g. open enrollment packets, new/change forms, fringe benefit packages, flyers, identification cards, etc.) for the purpose of providing information and proof of insurance coverage/s.
- Maintains a variety of benefit information (e.g. claim files, employee records, retirees accounts, etc.) for the purpose of providing an up-to-date reference and audit trail for compliance.
- Participates in meetings, workshops and seminars as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Prepares written materials (e.g. reports, memos, letters, enrollment/benefit packets, flyers, technical specifications, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Processes documents and materials (e.g. changes, additions, etc.) for the purpose of disseminating information as appropriate.
- Reconciles records on employees and retired employees (e.g. health, dental, vision, COBRA, death claims, etc.) for the purpose of ensuring accurate eligibility and payment information and complying with contract provisions.
- Resolves conflicts with insurance providers for the purpose of verifying eligibility, conveying information and processing claims.
- Trains employees (e.g. HIPAA, etc.) for the purpose of complying with federal privacy laws.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: planning and managing projects; utilizing standard office equipment including using pertinent software applications; and principles of insurance.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: State of Wyoming retirement system programs, various insurance benefits programs; pertinent codes, policies, regulations and/or laws.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with similar types of data; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability-based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; interpret and apply pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies and procedures; and working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and tracking budget expenditures. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 75% sitting, 10% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience is required.

Education Targeted job related education that meets organization's prerequisite requirements.

Equivalency None Specified

Required Testing

None Specified

Certificates & Licenses

None Specified

Continuing Educ. / Training

Professional Development

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

Salary Grade

Classified 59

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____