

OFFICE OF THE HEALTHCARE ADVOCATE

JOB OPPORTUNITY

NURSE ADVOCATE

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

Open To: The Public

Location: 450 Capitol Avenue, Hartford, CT

Job Posting No: 101928

Hours: Full-time, 40 hours per week (Monday – Friday)

Salary: (FP 24) \$69,556 - \$94,184 annually (**New hires to State service start at the minimum of the salary range**)

Closing Date: Open till filled

The mission of the Office of the Healthcare Advocate (OHA) is to help the consumer understand what options they have; how to get and fight for the Consumer's healthcare coverage, including coverage for mental health or substance use treatment, and to make sure the consumer gets covered for their healthcare needs.

The Nurse Advocate position will perform health insurance consumer education, case management; lead case review; review medical records; coordinate internal and external consumer appeals; liaison with health plans, providers, consumers, families, government agencies; lead consumer presentation at appeal hearings; assist in the design of, and participate in, agency quality improvement activities; and, outreach.

Preferred Experience/Skills: Some experience in psychiatric nursing, Spanish speaking skills, Ability to be flexible, Strong organizational skills, Excellent written and verbal communication skills, Ability to multitask in a high volume work environment.

Knowledge, Skills and Ability: Considerable knowledge of medical terminology and procedures; knowledge of relevant State and Federal laws, statutes and regulations; knowledge of principles and practices of nursing care administration for a variety of specialties with varied settings; knowledge of health insurance and managed care practices; knowledge of state insurance law; some knowledge of the impact of the federal Employee Retirement Income Security Act (ERISA) on state regulation of insurance; considerable interpersonal skills; oral and written communication skills; considerable ability to problem solve; ability to understand and communicate health programs and insurance plans; ability to understand external insurance appeal processes; ability to prepare cases for presentations to insurance providers; ability to utilize computer software.

***Eligibility Requirement:**

Candidates must meet the minimum experience requirements noted below in order to be considered.

General Experience: Three (3) years of experience as a professional nurse in a position involving medical/surgical or mental health practices

Special Experience: Two (2) years of the General Experience must have been as a utilization review nurse or as a nurse in the health insurance or healthcare industry on insurance coverage activities.

Substitution Allowed: 1. A Bachelor's degree in nursing may be substituted for one (1) year of the General Experience. 2. A Master's degree in health services administration, nursing or public health may be substituted for one (1) additional year of the General Experience.

Special Requirements: 1) Incumbents in this class must possess and maintain a current license as a registered professional nurse in Connecticut. 2) Incumbents in this class may be required to travel. 3) Incumbents in this class may be required to possess and maintain a valid motor vehicle Operator's license.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, and a fully completed Application for Employment (Form CT-HR-12) which is available at: http://das.ct.gov/HR/Forms/CT-HR-12_Application.pdf.) State Employees to submit copies of their last two (2) service ratings.

Incomplete application packages will not be considered. We are unable to confirm receipt of applications. Please send application package to:

Carmen Rivera, Human Resources Assistant
P.O. Box 816
Hartford, CT 06142-0816

Your application package may also be dropped off between the hours of 8:30 a.m. and 4:30 p.m. on business days at the Connecticut Insurance Department located at 153 Market Street, 7th Floor, Hartford, CT.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.