OFFICE OF THE HEALTHCARE ADVOCATE

JOB OPPORTUNITY

NURSE ADVOCATE (REPOST)

*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: 101925 & 101928

Hours: Full-time, 35 hours per week (Monday – Friday – 8:30 – 4:00)

Salary: (HC 24) $59,089 - $80,010 (New hires to State service start at the minimum of the salary range)

Closing Date: Friday, March 27, 2015 - Application package must be received by 4:30 p.m. by this date.

The Office of the Healthcare Advocate is recruiting for two (2) Nurse Advocate positions to 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.

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](http://das.ct.gov/HR/Forms/CT-HR-12_Application.pdf). State Employees to submit copies of their last two (2) service ratings. Send your complete application package to:

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

E-mail address: CID.HR@CT.GOV / Overnight mail address: 153 Market Street, 7th Floor, Hartford, CT 06103

*Incomplete or late application packages will not be considered. Due to the large volume of applications expected to be received, we are unable to confirm receipt of applications.

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.