State of Connecticut
EXAM ANNOUNCEMENT

EXAMINATION OPEN TO THE PUBLIC

INSURANCE PROGRAM MANAGER
(Office of the Healthcare Advocate – Policy and Programs)

ANNUAL SALARY:	$ 77,923 – $106,240	SALARY GROUP:	MP 63	APPLICATION CLOSING DATE:	OCTOBER 25, 2013	EXAM NO:	131160OCFD

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Office of the Healthcare Advocate this class is accountable for directing various programs and activities related to promoting and protecting interests of individuals covered under managed care health plans in Connecticut.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY OCTOBER 25, 2013:

GENERAL EXPERIENCE: Nine years of experience in insurance regulation, the insurance industry, managed care or health care administration

SPECIAL EXPERIENCE: At least two years of the General Experience must have been in a lead capacity over professional staff. [Note: For state employees this is interpreted at the level of Insurance Associate Examiner.]

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in accounting, business, health care management, insurance, finance, economics or actuarial science may be substituted for one additional year of the General Experience. (3) A designation of Certified Public Accountant (CPA) and/or Certified Financial Examiner (CFE) may be substituted for one additional year of the General Experience. (4) A designation of Certified Life Underwriter (CLU) or Certified Property and Casualty Underwriter (CPCU) may be substituted for one additional year of the General Experience.

SPECIAL REQUIREMENTS: Incumbents in this class may be required to travel.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of and ability to apply relevant state and federal laws, statutes and regulations; considerable knowledge of financial and business operations, statutory accounting and examination financial procedures related to insurers, fraternal benefit societies, hospital and medical service corporations and health maintenance organizations; considerable knowledge of health benefits, case management, utilization review and managed care appeals processes; considerable knowledge of consumer issues in area of health insurance or managed care; considerable knowledge of program development and management in areas of health care, health insurance and customer service; knowledge of and ability to apply management principles and techniques; knowledge of business operations of health care providers and health maintenance organizations; knowledge of methods used by other state insurance regulatory bodies; knowledge of in-service training and instructional methods; knowledge of economic and research techniques; knowledge of state legislative process; considerable interpersonal skills; considerable oral and written communication skills; ability to interpret proposed legislation and determine application and impact on program.

THE EXAMINATION WILL BE COMPOSED OF:	PART	WEIGHT
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

APPLICANTS MUST SUBMIT:
(1) Completed Application Form (CT-HR-12)
(2) Examination Materials (see instructions below)

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination materials as detailed below. Applicants who do not submit the required application and examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: **Section 1**. For each job (maximum of three) which you feel has best prepared you for the job of Insurance Program Manager, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Insurance Program Manager cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1)** Experience developing, overseeing and implementing programs and activities related to health insurance consumer assistance programs. Be specific as to your experience in: handling complex healthcare consumer complaints and questions, including those involving medical necessity in public and private healthcare coverage or insurance plans; reviewing and resolving those complaints; participating in the internal appeal processes with insurers and plan administrators; educating and assisting consumers with the external appeal process; assisting consumers with plan selection and enrollment, and; working across relevant state agencies to ensure medically necessary coverage for consumers. **(2)** Lead/supervisory experience. Detail your experience leading or supervising staff including the number and job titles of those for whom you were responsible. Include a description of your duties assigning work, scheduling, conducting performance appraisals and taking necessary disciplinary action. Include experience serving as project or team leader, the nature and purpose of the project/team and your exact lead responsibilities. Also, include experience developing, implementing and managing training programs for assigned staff. Be specific regarding any responsibility for enforcing, adhering to or interpreting agency or organization compliance with statutory requirements and contract obligations. Include any experience developing results based accountability standards for programs for which you have had responsibility. **(3)** Interpersonal/oral and written communications experience. Describe experience serving as a consultant or liaison to others, including the nature and purpose of these contacts and the type of information/assistance you rendered. Describe experience in the preparation of written materials such as reports, correspondence, policies and procedures, etc., for whom they were prepared, and the purpose. Detail any experience making presentations, chairing or serving on committees/taskforces and/or coordinating/attending workshops, seminars or other activities. **Section 2**. On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes: (1)** Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by October 25, 2013.** **(5)** Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 **(Secure Fax #860-622-2875)**. If faxing materials make certain that your application form is complete and transmitted correctly and without error. **Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7) Examination scores will be mailed by November 29, 2013.** **(8)** A separate application/examination package must be submitted for each exam you are applying for.

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (http://das.ct.gov/employment) and at the Offices of the Connecticut State Job Centers.

6886 October 10, 2013

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, persons with disabilities and military veterans.