



**EXAMINATION OPEN TO THE PUBLIC**

**INSURANCE PROGRAM MANAGER**

**(Insurance Department - Life and Health/Managed Care Regulation)**

**ANNUAL \$85,099 SALARY APPLICATION CLOSING EXAM**  
**SALARY: \$109,159 GROUP: MP 66 DATE: APRIL 5, 2013 NO: 130220OCSP**

**SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW**

**PURPOSE OF CLASS:** In the Insurance Department, this class is accountable for directing various programs and activities related to the regulation of health insurance and oversight of managed care organizations.

**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 APRIL 5, 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:** (1) Incumbents in this class in specific program positions may be required to possess special qualifications, credentials or requirements. Examples include but are not limited to membership in the Connecticut Bar, associate or full membership in a particular actuarial society, possession of a current license as a registered professional nurse in Connecticut, or possession of a CPA,CLU OR CPCU certification and/or designation. (2) 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:**

<b>PART</b>	<b>WEIGHT</b>
<b>EXPERIENCE AND TRAINING</b>	<b>100%</b>

**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, specifically managed care.** Be specific as to duties and activities related to managed care and health care reform. Indicate the exact duties you performed to implement health care reform, review and interpret state and federal laws, handle regulatory compliance for health insurance, and develop or review new managed care programs including insurance products and utilization review. Make sure to discuss if any of your recommendations were implemented and if they were, what was the outcome or feedback received regarding the outcome of implementing your recommendations. **(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. **(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 involved in the industry. **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 April 5, 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 May 23, 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.

**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.