

OFFICE OF THE HEALTHCARE ADVOCATE

JOB OPPORTUNITY

NURSE CONSULTANT (HEALTHCARE 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: 88147

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

Salary: (HC 28) \$71,703 - \$96,205 (New hires start at the minimum of the salary range)

Closing Date: Thursday, March 5, 2015-**Application package must be received by 4:30 p.m. by this date.**

The Office of the Healthcare Advocate (OHA) is anticipating a Nurse Consultant (HCA) position. This position will be responsible for providing health plan consumer education and case management work on a special project with the Department of Children and Families (DCF) Voluntary Services enhanced Medicaid recoveries.

Duties include: Implements, coordinates, and evaluates activities of assigned DCF Voluntary Service Project for healthcare services, maintains active liaison for DCF Voluntary Service, insurance companies, other State Agencies, public, health care providers and facilities. Assesses compliance of health insurance companies with various state statutes, regulations, guidelines and performs related duties as required. Investigates complaints against insurance companies/facilities/providers; analyzes complaints for possible violation of state statutes, regulations and guidelines, provides service to consumers, providers and facilities by appealing denials of coverage, collects data for Mental Health/medical trends and patterns that decrease the quality of healthcare to the public and cause barriers for treatment, leads internal case management for DCF Voluntary Services Reviews medical records, consults with treating physicians, providers, treatment team, consumer and other medical experts to build cases for “medical necessity” under Connecticut law and Federal law; coordinates internal and external consumer appeals, liaison with health plans, providers, consumers, families, government and state agencies and advocacy organizations; interviews consumers, families and providers to collect facts related to an appeal and for trends and patterns of healthcare services. Refers cases to other state agencies in consultation with Program Manager, assists in the design of and participates in OHA and DCF Voluntary Services agency quality improvement activities; develops and conducts outreach, presentations and front-line consumer education by way of public appearances, phone, webcam, teleconference and health fairs. Partners with DCF VS Program Managers and staff to utilize private insurance and to utilize insurance appeals to reimburse DCF Voluntary funds for mental health treatment services. Coordinates work flow and determines priorities to utilize available services efficiently. Work as part of a team with DCF VS, Value Options, facilities and providers regarding the pre-certification, peer to peer review, concurrent review and participates in all discharge planning meetings.

The Preferred candidate should have extensive knowledge of Mental Health diagnosis, treatment, providers, process of continuum care, Medicaid, state mandates pertaining to Mental Health, Mental Health Parity Law, and Healthcare Exchange. Considerable knowledge of psychiatric nursing and physician treatments, trends and resources for the mentally ill child/adolescent and knowledge of care and service delivery to the public. Must have interpersonal skills, oral and written communication skills.

Eligibility Requirement: State employees currently holding the Nurse Consultant (HCA) title or those who have previously attained permanent as Nurse Consultant (HCA) status may apply for lateral transfer.

Knowledge, Skills and Ability: Considerable knowledge of health insurance and managed care; considerable knowledge of internal and external insurance appeals processes; knowledge of state insurance law; knowledge of the impact of the federal Employee Retirement Income Security Act (ERISA) on state regulation of insurance; knowledge of medical and/or psychiatric terminology; knowledge of medical procedures and billing codes.

General Experience: Four (4) 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 a utilization review nurse or as a nurse working 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: Incumbents in this class must possess and retain a current license as a registered professional nurse in Connecticut. Incumbents in this class may be required to travel

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 State Application Form CT-HR-12 (state application form CT-HR-12 may be accessed at: http://das.ct.gov/HR/Forms/CT-HR-12_Application.pdf.) State Employees to submit copies of their last two (2) service ratings 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

Note: Application package must be received by the closing date noted above. Incomplete or late application packages will not be considered.

Due to the large number of expected applications we will not be able to confirm receipt of application materials.

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.