

Ingham County

INSURANCE COORDINATOR



Posting Number: #17-212

Annual Salary: \$40,880.03

Application Deadline: OPEN UNTIL FILLED

Required Documents: Resume, Cover Letter, Transcripts, Application

Apply online at:

<https://mol.ingham.org/MSS/employmentopportunities/default.aspx>

*****Applications are accepted until there are sufficient numbers of qualified applicants or qualified candidate has been identified. The position could possibly close at any time.***

General Summary:

Under the supervision of the Financial Services Director, maintains employee's health insurance benefits records with the health care provider and within the County's payroll system monitors and tracks claims and follows-up on insurance claims that are questioned. With access to confidential Human Resources and Labor Relations material; conducts new employee orientations and the open enrollment process and explains insurance plans and benefits to employees. Responds to inquires related to insurance coverage of employees and retirees and assists them in the processing of claims.

Essential Functions:

1. Processes additions and deletions to employee insurance programs and ensures that accurate records are kept on the County's payroll system and with insurance provider.
2. Responds to questions of employees and retirees regarding insurance coverage. Interprets the billing of health care providers and explains coverage issues, reimbursement procedures and related insurance issues. When requested by the employee or retiree, contacts health care providers to obtain service and billing information and resolves related questions.
3. Researches unpaid claims that are questioned. Reviews provisions of the insurance plan and follow-ups with the plan administrator or carrier.

4. Processes Personnel Action Requests on employee status changes and enters the information into the payroll system and notifies the insurance provider. Maintains the payroll data base for health waivers and maintains all corrections to the employee's fringe benefit deductions.
5. Conducts orientation session with all new employees to explain and enroll them in the County benefit programs.
6. Processes retirement or termination letters to those employees severing employment with the County and maintains such records. Explains health insurance continuation under COBRA to County employees and maintains the COBRA data base.
7. Coordinates the annual employee and retiree open enrollment process. With the assistance of the Director of Financial Service, designs the enrollment packets, conducts enrollment meetings, collects and processes enrollment forms and makes all needed adjustments to the County's payroll system.
8. Takes, transcribes and distributes the joint/labor management Health Coalition Committee's meeting minutes.
9. Processes liability claims with the County property and liability insurance provider.
10. Maintains the voluntary life insurance data base and process all life insurance claims.
11. Explains and assist all employees with disability issues including filing claims with the County's disability insurance carrier.

Other Functions:

- Performs other duties as assigned.
- Must adhere to departmental standards in regard to HIPAA and other privacy issues.
- During a public health emergency, the employee may be required to perform duties similar to but not limited to those in his/her job description.

(An employee in this position may be called upon to do any or all of the above tasks. These examples do not include all of the tasks which the employee may be expected to perform.)

Employment Qualifications:

Education: This position requires a minimum of a high school graduation or equivalent and 1 year specialized college training. A preference is given for training in insurance or related area.

Experience: Two years of experience in a medical or insurance setting providing familiarity with medical terminology and claims processing with some data processing experience.

Other Requirements:

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The

qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria)

Physical Requirements:

- Sitting, walking, standing, bending over and lifting/holding/carrying objects found in an office environment.
- Ability to communicate and respond to co-worker and customer inquiries both in person and over the phone.
- Ability to operate a PC/laptop and to enter & retrieve information from a computer.
- Ability to handle varying and often high levels of stress.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)

Working Conditions:

- The work environment is a typical office setting where sensory experience includes uniform temperatures, conversational noise and everyday office activities.
- Occasionally, travel to other sites is required and exposure to unusual elements such as inclement weather, smoke, unpleasant odors, loud noises and extreme temperatures rises.

MCF 05

January 2013