



Job Description

Job Title: Manager, Carrier Relations

FLSA Classification: Exempt

Reporting to: Director, Marketplace Strategies

Department: Marketplace Strategies

Job Summary:

The Carrier Relations Manager serves as primary liaison and proactive business partner with health insurance carriers, health plan advocates, the Connecticut Insurance Department, and other stakeholders to coordinate and improve the health insurance options (Quality Health Plans) offered to CT consumers. This person oversees Plan Management operations and manages the decisions on insurance plans to be offered on the Exchange. The Manager, Carrier Relations must meet objectives to increase Quality Health Plan enrollment by offering plans attractive to consumers who are receiving varying levels of subsidies or no subsidies at all. Manages 5 staff and reports to the Director of Marketplace Strategies.

Roles and Responsibilities:

- Develop relationship with all carriers on the Exchange and work proactively and in partnership with them on plans providing CT consumers value at an affordable cost.
- Increase automation of plan data reconciliation.
- Work with Technical Operations and Analytics department and marketing data to approach discussion of plans with carriers.
- Lead projects to determine and correct issues of incorrect, inadequate, or delay of information transmitted to the carriers (834s).
- Resolve plan issues with CID and communicate appropriate information to carrier.
- Promote healthcare plan satisfaction
- Provide Quality Health Plans of value to consumers.
- Act as liaison with Health Plan Benefits Committee.
- Working closely with the Director of SHOP Operations and Sales and SHOP team, develop health insurance plans that are appealing to small business customers to increase membership of small business.
- Other duties as required.

Department Management

- Maintain department budget
- Represent the Exchange at local, state and national health reform forums.
- Attend all required management training
- Encourages employee growth and development
- Prepares annual performance reviews and budgets.
- Meets weekly with staff and bi-weekly 1:1s.

Qualifications:

- BA/BS degree. Preferred Master's Degree in Public Health, Healthcare Administration, or related field.
- At least 5-7 years of experience in health insurance industry.
- At least 5 years of management and/or supervisory experience.
- Must possess in-depth understanding of health care industry, policy, financing and health insurance trends and issues, with a particular focus/knowledge of the ACA and the CT marketplace.
- Demonstrable expertise in research, analysis, evaluation, policy, and plan management.

- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Ability to read, analyze, and interpret information.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must have the ability to collaborate with policy and program personnel across the Exchange and diverse external organizations (state agencies, health plans, interest groups, consultants, etc.).
- Competent in Internet software; Spreadsheet software and Word Processing software.
- Excellent communication, interpersonal, negotiation and organizational skills.

Equal Opportunity and Affirmative Action Employer

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: this is an in-office role in which the noise level in the work environment is usually low to moderate. Requires fast-paced deadlines and has a high stress at times. Moderate travel/travel as necessary.

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A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes and abilities to perform each duty proficiently. The qualifications listed in this document are the minimum levels of knowledge, skill or abilities.

This job in no way states or implies that these are not the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instruction or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.