

JOB DESCRIPTION
San Diego County Office of Education

Supervisor III, Benefit Claims

Purpose Statement

The job of Supervisor III, Benefit Claims is done for the purpose/s of organizing, coordinating, directing and managing various aspects of claims administration for self-funded indemnity plans for the Consortium; providing technical expertise; training, supervising and evaluating the performance of assigned personnel.

This job reports to the Executive Director, Risk Management.

Essential Functions

- Administers the self-funded indemnity fringe benefit plans for the purpose of coordinating activities and ensuring compliance with established financial, legal and/or administrative requirements.
- Assists with benefit plan design development and plan document updates for the purpose of assuring all new legislation is applied properly to various benefit plans.
- Collaborates with internal and external personnel (e.g. middle man between Cigna network and FBC, broker, etc.) for the purpose of implementing and/or maintaining services and programs.
- Delivers oral presentations to school districts on a variety of topics (e.g. eligibility, reporting functions, interactions with the claims data system software vendor, etc.) for the purpose of communicating information relative to programs and related needs.
- Designs and maintains ID cards and related materials for the purpose of ensuring members and providers have the needed information for receiving services and payment for services.
- Develops and maintains claims procedures, audit procedures and criteria for the purpose of ensuring customer service related functions are in accordance with applicable benefit plans.
- Directs and monitors program components (e.g. reinsurance submissions including implementation of case management, early carrier notification and coordination of vendors as applicable, third party liability recoveries, on-line benefit plan maintenance, etc.) for the purpose of coordinating activities and ensuring compliance with established financial, legal and/or administrative requirements.
- Participates in meetings, workshops, conferences and seminars for the purpose of conveying and/or gathering information required to perform functions, maintaining current knowledge of fringe benefit related regulations and acting as compliance officer and liaison between district members and carriers.
- Performs personnel administrative functions (e.g. training, supervising, counseling/coaching, evaluating, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives within budget.
- Prepares and maintains a variety of reports and related documents (e.g. Census reports, Excess Loss Coverage/Reinsurance, Third Party Liens, Plan Documents, Medicare secondary quarterly reports, EOB's, etc.) for the purpose of providing documentation and information to others.
- Researches fringe benefit claims trends, laws, regulations and pending legislation (e.g. current procedural coding, HCPCS codes, etc.) for the purpose of developing new programs/services, ensuring compliance and providing technical expertise.

- Responds to inquiries from a wide variety of sources (e.g. district members, vendors, auditors, etc.) for the purpose of facilitating communication and/or providing guidance among several parties; providing information and/or referral for addressing inquiry.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects; budgeting and financial management; developing effective working relationships; preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: medical and dental, self-funded claims administration; medical coding and fee schedules; typical eligibility and generally accepted claims practices, Government plans including Medicare, Medicaid, Champus, and others; accounting practices; job related codes/laws/rules/regulations/policies; practices of personnel administration; recordkeeping and record retention practices; reinsurance contracts, submissions and recoveries.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; working as part of a team; working with detailed information/data; working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; directing other persons within a small work unit; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience within a specialized field is required.

Education Bachelors degree in job-related area.

Equivalency

Required Testing

Certificates

Driver's License & Evidence of
Insurability

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background
Clearance

Tuberculosis Clearance

FLSA State: Exempt

Salary Range: Classified Management, Grade 38

Personnel Commission Approved: October 19, 2016