

Position #337220
Employee Benefit Program Specialist-Senior
Benefits Policy Advisor

POSITION SUMMARY

Under the general supervision of the Director of the Office of Strategic Health Policy (OSHP), the Health Policy Advisor is the primary position responsible for planning, developing, and recommending future plan changes and policy issues relating to the State of Wisconsin Group Health Insurance Program (GHIP) for state and local employees. This includes providing technical expertise and making recommendations for all GHIP matters including program operation, in accordance with applicable laws, rules and contracts; participating in the annual contract and benefits revision process for the GHIP; analyzing and ensuring compliance with federal and state rules and regulations; developing GHIP educational content for members and employers; researching, developing, and leading project teams based on Group Insurance Board (GIB) initiatives; and providing information to aid management and the GIB in making program and policy decisions. This position develops information provided to insured participants, and the work product affects the design and operation of the health policy for over 240,000 participants, including both state and local employees and their dependents.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS AND WORKER ACTIVITIES

35% GOAL A: Research, development, and recommendation of program and policy changes relating to the Group Health Insurance Program.

- A1. Oversight of the project team assigned to the policy initiative's design and implementation.
- A2. Collection, analysis and reporting on data involving the initiative's results.
- A.3 Research and review trends to incorporate within the Group Health Insurance Program. Research techniques could include, but are not limited to, formative research, literature review, survey analysis, focus group interviews, and user experience interviews.
- A.4 Follow a policy development process framework (i.e., problem identification, identification of the magnitude of the problem, indentation of key determinants, development of a conceptual framework, identification of key stakeholders, identification of interventions and/or prevention strategies) and include a full analysis of the Healthcare Triple Aim.
- A.5 Work with OSHP's Data Analytics team to develop and refine data requests, as needed, to identify the magnitude and potential impact of the policy change, and to evaluate the outcomes of policy interventions.
- A.6 Prepare and present board materials for policy change recommendations.
- A.7 Act as a project leader in the development and implementation stages of the policy change.
- A.8 Work with the Office of Communications to develop a complete strategy on how the policy change implementation will be communicated to all stakeholders involved.
- A.9 Evaluate the outcomes of the policy intervention utilizing appropriate data and pre-determined measures of success. Adapt the intervention as needed to correct for identified shortcomings. Analyze and report back to the GIB on intervention results.

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- 30% GOAL B: Performance of on-going research, review, and monitoring of state and federal statutes, rules, and regulations, insurance benefit contracts, and publicly available policy analysis to ensure that all health plan designs and other contract provisions meet state and federal requirements.**
- B1. Research, analyze, and recommend health plan changes; make recommendations to program managers and the Director.
 - B.2 Respond to verbal and written inquiries about health programs and benefits.
 - B.3 Perform ongoing monitoring of literature regarding health plans, including summarizing and organizing articles and reports.
 - B.4 Research statutory requirements and make recommendations to the Director for new or revised statutory language and administrative rules which impact benefits.
 - B.5 Identify, research, and analyze health plan policy issues for biennial budget and other policy needs as directed; develop language for specific Office requests and make recommendations to the Director.
 - B.6 Research, analyze and make recommendations on actuarial matters (special studies, annual valuations, investigative reports, etc.) relating to the health plans as required.
 - B.7 Monitor the status of the health insurance programs and work with program managers to resolve coverage and benefit problems and make recommendations for policy change.
 - B.8 Research, analyze, and make recommendations on contract language to incorporate health policy changes.
 - B.9 Participate in meetings with colleagues and management to discuss health policy research, development, and implementation.
 - B.10 Review draft and final rules from the Department of Health and Human Services, Centers for Medicare and Medicaid Services, legislation, and changes in the benefit and insurance industries.
 - B.11 In coordination with the Director, develop fiscal notes for proposed legislation or administrative rules which affect health insurance programs.
- 25% Goal C: Development, review, and updating of benefit information (print, online, and e-learning) for members, employers, beneficiaries, and vendors.**
- C.1 Gather and collect submissions from third party vendors, including health plans, and complete the initial review of materials related to the annual It's Your Choice open enrollment process.
 - C.2 Review the status of informational materials and activities, including forms, procedures, manuals, newsletters, bulletins, e- learning modules, video presentations, etc.
 - C.3 Initiate and analyze proposed revisions in informational/educational materials and activities and make recommendations for change to program manager.
 - C.4 Recommend future course of informational materials and activities based on review of legislative, policy, and procedural changes.

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- C.5 Make presentations before member and/or employer groups, such as ETF Update meetings, on matters of benefit plans.
- C.6 Develop employer bulletins, mass communication (red envelopes, gov delivery, etc.), ETF Update meeting announcements, manuals, and newsletters to members and employers.
- C.7 Work collaboratively with Department's communications and employer services work units to ensure that benefit changes are clearly communicated and appropriate training materials are developed.

10% Goal D: Development and presentation of information and recommendations to the GIB.

- D.1 Attend GIB meetings as a staff resource, including appropriate subcommittee meetings.
- D.2 Prepare and present material to the GIB as assigned.
- D.3 Develop and implement program policy and procedural changes from GIB directives.
- D.4 Serve as a liaison to various parties, governing Boards, etc. as appropriate and as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of policy development principles.
2. Extensive knowledge of state and federal laws, rules and regulations governing health insurance programs.
3. Extensive knowledge of philosophy, principles, and practices of health insurance benefit programs.
4. Knowledge of state and federal programs, policies, and procedures that impact health insurance benefit programs.
5. Considerable knowledge of research methods and analysis techniques.
6. Knowledge of actuarial principles and practices.
7. Knowledge of information systems and data processing.
8. Skill in oral and written communication.
9. Skill in establishing and maintaining effective contact and communication with various interest groups.
10. Knowledge of contract development, administration and performance evaluation methods and techniques.
11. Knowledge of budget and fiscal note preparation, and administrative rule promulgation procedures and techniques.
12. Knowledge of collective bargaining contracts, rules, and statutes.
13. Skill in contract negotiation methods and techniques.
14. Skill in manipulating automated databases using spreadsheet and relational database software.
15. Knowledge of and ability to interpret and analyze statistical data and information.
16. Ability to prepare quantitative reports, including creating and constructing graphs, charts, and tables.
17. Knowledge of methods to effectively display data for use by others in making management decisions.
18. Ability to use personal computer-based software systems (e.g., Microsoft Windows applications such as Word, Excel, Access, etc.).
19. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.