

Position #031059
Trust Funds Director
OSHP Program Management Section Chief

POSITION SUMMARY

Under the general supervision of the Director of the Office of Strategic Health Policy, this position is responsible for overseeing and strategically aligning efforts relating to the benefit programs administered by ETF on behalf of the Group Insurance Board. The Office of Strategic Health Policy is responsible for policy and administrative functions related to the state and local government health, dental, and pharmacy benefit programs, life insurance programs, wellness program, and the Chapter 20 payroll deduction plans. The position will have a primary focus on strategic planning, contract negotiations, and program effectiveness evaluation. This position will also manage resolution of program operational problems referred by other business unit managers, supervise lower-level staff, and develop procedures to carry out all Office programs. The position will also assist the Director as a liaison between the programs and outside entities such as third-party administrators, internal audit teams, participating employers, and other external contacts as needed.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 680,000 members receiving \$6.8 billion in retirement benefits and \$1.8 billion in health benefits annually. This position directly supports 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

- 40% GOAL A: Oversight of the development of program policy for the health insurance, dental insurance, life insurance and pharmacy benefit programs.
- A.1 Maintain knowledge in program areas, keeping up to date on state and federal legislative and regulatory changes as well as professional research and literature and industry trends.
 - A.2 Identify and describe program problems; design appropriate solutions.
 - A.3 Present program analysis and proposals for change in writing and in person to the Director, the Secretary's Office, the Group Insurance Board, and other internal and external stakeholders.
 - A.4 Draft legislation and administrative rules as necessary to carry out program goals.
 - A.5 Develop fiscal notes and/or policy analyses for proposed legislation or administrative rules which affect the state's benefit programs; analyze related issues during the biennial budget process and develop budget requests and language for review by Office leadership and the Secretary's Office.
 - A.6 Research, analyze and make recommendations on actuarial matters (special studies, annual valuations, rate change requests, etc.) relating to state health and pharmacy benefit plans as required.
 - A.7 Establish and maintain working relationships with business partner third-party administrators.

20% GOAL B: Provision of expertise as primary strategic advisor for the state and local Group Health Insurance Program.

- B.1 Advise in the contractor selection processes in assigned areas, including preparing requests for proposals; conducting bidders' conferences and answering vendor questions; developing selection criteria and coordinating the evaluation process; analyzing proposals and researching the capabilities of prospective contractors.
- B.2 Advise on negotiation of contractual terms with successful bidders; develop contract language for Office leadership, legal counsel and Group Insurance Board review; carry out contracting process following proper approval and documentation standards.
- B.3 Develop contract performance standards for inclusion in administrative contracts; develop and implement methods for regularly evaluating contractor performance, taking or recommending remedial action as necessary.
- B.4 Lead the development of effective communications and problem-solving techniques within the Department for each contractor; monitor the problem identification/resolution process to make sure that program goals and obligations are met on a timely basis; recommend contract amendments and/or sanctions where appropriate.
- B.5 Lead the annual revision to health plan guidelines, submission of plan bids, timely execution of plan contracts, employee plan selection process (dual-choice period) and monitoring of performance according to contract standards.
- B.6 In consultation with other ETF business units, evaluate subgroups participating in the GHIP (such as local employers, retirees, Medicare participants) for enhancements to improve pricing, participation, and ease of administration. Recommend changes to ETF leadership and the GIB as appropriate.

20% GOAL C: Provision of special projects related to contract administration and other duties as assigned.

- C.1 Work with other Divisions as required, insurance underwriters, contractors, and employers to develop and implement policies and procedures to carry out each program according to plan specifications.
- C.2 Assist the Director in reviewing appeals and developing Department determinations on program issues including eligibility, benefits and payments, program limitations, and contract interpretation; assist in preparation of documentation for the Group Insurance Board for appeals to the Board.
- C.3 In conjunction with the Director, represent the Department in discussions/negotiations with other regulatory agencies affecting the Department's programs, including the Office of the Insurance Commissioner and the federal Internal Revenue Service.
- C.4 Participate on committees, workgroups, and project teams as assigned.
- C.5 Perform other duties as assigned.

20% GOAL D: Supervision of Staff.

- D1. Assign work consistent with Group Insurance Board strategic plan, department strategic plan, major project work plans and special projects.
- D2. Assign employees to project teams, identify clear goals and objectives for teams and assure team responsibilities are completed and timely.
- D3. Evaluate work products, provide coaching to staff where appropriate.
- D4. Develop and implement standards and objectives to evaluate employee performance and take appropriate action to address employee performance. Complete formal performance reviews consistent with department policy.
- D5. Hire and train new employees consistent with department policy and strategic goals.
- D6. Assure learning and development needs for staff are identified on an o-going basis.
- D7. Review and analyze workload and develop plans to meet long term resource demands.
- D8. Continuously identify business functions for process improvement, assign review teams and present changes for consensus approval.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of state and federal laws, rules and regulations governing Section 125 programs, health benefit and insurance programs.
2. Knowledge of philosophy, principles and practices of health, life insurance and Section 125 benefit program
3. Knowledge of the health care delivery and reimbursement systems.
4. Skill in sound research and analysis methods and techniques.
5. Skill in effective oral and written communication methods and techniques.
6. Knowledge of the legislative process and lobbying methods and techniques.
7. Knowledge of actuarial principles and practices.
8. Ability to negotiate using appropriate methods and techniques.
9. Knowledge of fiscal note preparation and administrative rule promulgation processes.
10. Ability to apply principles and techniques of sound fiscal management.
11. Knowledge of state employment relations rules and collective bargaining practices.
12. Knowledge of state and federal appeal processes.
13. Skill in public relations and public speaking fundamentals.
14. Considerable knowledge of statistical gathering techniques and analysis.
15. Knowledge of information systems and data processing.
16. Knowledge of Roberts Rules of Order and informational needs of the various boards of trustees.
17. Knowledge of state and federal laws, rules and regulations governing Medicare and Medicare supplement programs.
18. Knowledge of federal laws, rules and regulations (including IRS regulations) relating to flexible benefits and programs under Section 125.
19. Knowledge of Departmental and state contract procurement procedures and regulations.
20. Knowledge of development and monitoring of contract performance standards.
21. Considerable knowledge of administrative, leadership, and evaluation methods and techniques.
22. Skill in supervisory techniques and application of supervisory techniques.
23. Skill in strategic planning principles.
24. Ability to exercise considerable independent judgment.
25. Effective team building skills to develop and sustain effective working relationships with others internal and external to the organization.
26. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
27. Commitment to creating a diverse and inclusive work force.