

POSITION SUMMARY:

Under the close to limited supervision of the Employer and Contact Services Bureau, Employer Services Section, Insurance Unit 1 Supervisor, this position utilizes a case management approach to provide benefit and insurance services to a subset of the annuitant, member, and employer populations. Provides detailed information to Wisconsin Retirement System (WRS) annuitants (inclusive of their representatives, survivors, dependents, beneficiaries, attorneys, POAs, legal guardians, financial institution representatives, tax agencies, and health insurance carriers), members, and employers. The case management approach requires significant customer service interaction with employers and other internal and external contacts to resolve eligibility and benefit problems and to communicate various options and the impact of those decisions to the affected parties. This position has the following key responsibilities: analyze participant records to determine health insurance and sick leave eligibility and entitlement; research health insurance and sick leave questions and communicates the results and available options; assist employers with reconciliation questions related to their invoices for insurances offered.

The incumbent will communicate benefit program (WRS, health, life and ICI) information thoroughly and explain options available, eligibility requirements and application deadlines to WRS participating employers and members, Department staff, and other interested parties. This position requires the ability to research and respond to technical program and reporting related questions. Communication occurs in the form of telephone conversations or written responses. The position requires the incumbent to analyze problem situations and conduct research for sensitive and/or complicated situations, such as determination denials and system integrity issues, provide issue resolution, and develop proposals for corrective action. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force

GOALS AND WORKER ACTIVITIES:

45% GOAL A: Provision of detailed insurance and sick leave information to employers, members, and annuitants or their representatives and survivors

Worker
Activity

- A.1 Respond to verbal and written inquiries from employers, members, annuitants, their representatives, survivors, etc. regarding detailed and/or complicated health insurance and sick leave issues including requirements for participation, application deadlines, premiums, coverage options, open enrollment periods, escrow requirements, etc.
- A.2 Research, interpret, analyze and appropriately apply relevant statutes, Administrative Code, and departmental policies, precedents and procedures for the insurance offerings in order to process applicable forms. Communicate with other department personnel as necessary to confirm, clarify or interpret department policy.

- A.3 Research, interpret, and determine continuant, annuitant, and survivor eligibility to continue health insurance coverage based on applicable relevant statutes, Administrative Code, and departmental policies, precedents and procedures. As needed, update appropriate department systems to establish, maintain, and terminate insurance contracts.
- A.4 Review file feeds from Voluntary Data Sharing Agreement (VDSA) and update member accounts as needed to remain in sync with Centers for Medicare and Medicaid Services (CMS). Review files from Navitus to maintain correct Medicare pharmacy benefits.
- A5. Communicate directly with annuitants, their representatives, survivors, active members, employers, and other internal and external contacts to resolve health insurance and/or sick leave eligibility, coverage, and premium payment issues.
- A6. Determine COBRA eligibility for members who have had a qualifying event. As needed, update department systems (myETF Benefits, AcSL, BPS, etc.) to establish, maintain, and terminate annuitant and survivor health insurance contracts.

25% GOAL B: Research and respond to complex inquiries related to all facets of coverage, eligibility, enrollment, and complex reporting issues for ETF administered insurance.

Worker
Activity

- B1. Communication with employers regarding eligibility and reporting criteria for all insurance programs administered by the department.
- B2. Research and analyze rules, policies, and participant records for use in responding to employer and member questions. Research may include interpreting old State law, Federal code, Administrative Code, and contract provisions for purposes of issue resolution.
- B3. Correspond/converse with employers to resolve issues related to the insurance programs, their administration, and employer eligibility for the programs.
- B.4 Provide issue resolution information and assistance to participating employers related to the resolution of employer errors for life and ICI.
- B.5 Assist employers with determining if they wish to participate in the various insurance programs offered by the State.

10% GOAL C: Participation in policy and process reviews and implementation

Worker
Activity

- C.1 Represent the section/bureau operations and participate in policy/process review exercises, business re-engineering and cross-functional discussions to analyze process and system improvements as they relate to strategic plan objectives.
- C.2 Identify opportunities and collect input from stakeholders for improvements in section/bureau processes, changes needed to implement business re-engineering and/or strategic plan objectives, and proposed statutory and administrative code language changes to enhance service and efficiency. Evaluate alternatives, develop conclusions and make recommendations.
- C.3 Represent the section in projects aimed toward automating or enhancing existing activities and tasks, developing and implementing strategic plan objectives, etc.
- C.4 Participate in testing of system changes and new system development.
- C.5 Assist the Legislative Audit Bureau (LAB) with annual review of the ETF systems.

10% GOAL D: Provision of support and assistance for participating employers and retirees during peak reporting times of the year such as the It's Your Choice enrollment period.

Worker
Activity

- D1 Assist employers and retirees with enrollment, eligibility, and system questions related to processing applications submitted by employees and local paid annuitants.
- D.2 Contact the employer or retiree in cases where resolving the discrepancy cannot be done from the data available.
- D.3 Make enrollment changes as needed when the employer or retiree is not capable of doing so.

10% GOAL E: Completion of other assignments and unit support.

Worker

Activity

- E.1 Review, recommend and develop changes to section policies and procedures; draft procedures.
- E.2 Recommend, review and provide input on the creation and improvement of forms used by the section.
- E.3 Train and audit the work of new staff as directed. Monitor progress of assigned trainee(s), respond to questions and keep Supervisor and lead worker informed of any concerns and/or problems. Recommend improvements to section training plans.
- E.4 Provide training on new/changing procedures to affected staff within and outside the Section as directed.
- E.5 Assist and support other areas of the Employer and Contact Services Bureau as directed.
- E.6 Participate in staff meetings and training programs.
- E.7 Process periodic communications to employers related to COBRA enrollments, wellness program tax reporting, and others as needed.
- E.8. Provide back-up support for issue resolution information and assistance to participating employers related to the resolution of employer errors for life and ICI.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to research, analyze and interpret Wisconsin statutes, Administrative Code and other technical resources related to ETF administered programs.
2. Ability to reconcile data.
3. Knowledge and skill in planning and organizing work to meet deadlines or unanticipated needs or priorities.
4. Ability to interact positively with a variety of persons at different levels within and outside the organization.
5. Excellent customer service skills.
6. Ability to analyze facts and problems, infer and decide on potential and appropriate solutions.
7. Ability to establish productive and efficient working relationships.
8. Clear and effective written and oral communication skills in order to communicate technical and detailed information in easy to understand terms.
9. Knowledge of benefit programs administered by the Department.
10. Knowledge of research methods and techniques.
11. Advanced skill and ability to use personal computer-based software systems (e.g., Microsoft Windows applications such as Word, Excel, Access, etc.).
12. Knowledge of procedure writing methods and techniques.
13. Ability to audit work of other staff.
14. Knowledge of strategic planning and goal setting techniques.
15. Ability to manage change and work in a rapidly changing environment.
16. Ability to perform mathematical calculations.
17. Knowledge of confidentiality rules and procedures.
18. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.