

BENEFITS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the coordination and administration of the benefits function (Health Insurance Plan and Worker's Compensation Program) for Westchester County or the Westchester Medical Center. Responsibilities include administering and directing the daily operations of the benefits unit, conducting special studies to determine the most cost effective benefit plans, implementing program guidelines, and ensuring that unit operations comply with all Federal and State rules and regulations as they pertain to health insurance and worker's compensation plans. Supervision is exercised over subordinate program and clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Prepares guidelines and plans for implementing departmental, carrier and mandated requirements relating to assigned benefit programs;

Provides explanation of benefit programs to employees as well as departmental representatives for the purpose of facilitating administration of these programs;

Evaluates procedural requirements and their effectiveness for the administration of benefits programs;

Prepare and evaluate RFP's for health benefit providers (medical, dental vision), workers compensation and management disability insurance for County employees and retirees;

Conduct vendor searches and negotiates contracts after RFP process;

Conducts special studies to assess more economical and efficient benefit systems and plans;

Schedules work assignments for subordinate personnel, ensures tasks are completed and provides instruction in program procedures;

Directs the proper enrollment of employees, based upon eligibility guidelines, termination and changes as required;

Insures the timely reporting of enrollment to outside agencies for inclusion in the County's benefits coverage;

Oversees the monitoring and verification of employee benefit claims using the T.R.M.S. system, the termination of employee benefit coverage, the billing and collection of employee share, and the distribution and posting of charge backs;

Coordinates the dissemination of employee health benefit information;

Responds to employee complaints or problems that cannot be resolved by subordinates;

Contacts, both verbally and in writing, insurance carriers, employees and eligible former employees to ensure implementation of and compliance with program requirements as well as unusual problems;

EXAMPLES OF WORK: (Continued)

Analyzes and interprets new or revised requirements or programs for the purpose of determining their impact upon existing administrative and procedural activities;

Provides necessary data concerning enrollments, terminations, leave without pay status, Medicare reimbursement eligibles;

Oversees the compilation of data to prepare required reports;

Supervises direct payment accounts for family retirees, vested retirees and leave without pay employees;

Administers the Worker's Compensation Program;

Implements County regarding the administration, reporting evaluation and prevention of employee injury;

Assists departments/divisions and outside consultants in the investigation of injury claims;

Coordinates with the Office of Risk Management and outside consultants the development of a Comprehensive Program of Loss Prevention;

Analyzes reports, compiles and interprets data to provide management staff with information regarding trends in Worker's Compensation cases;

Conducts site visits of all county property, performs inspections and makes specific recommendations for the correction of safety hazards;

Provides assistance to departments/divisions in the administration of General Municipal Law No. 207-C;

Coordinates with the Office of Risk Management in the reporting and investigation of general liability, automobile and medical malpractice claims;

Attends Workers' Compensation and 207-C hearings and provides information to New York State Workers' Compensation Board as required;

Oversees the review and processing of Workers' Compensation Claims.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive)

May perform other incidental tasks, as needed. .

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of plans for Unemployment Insurance, Health Insurance, various dental insurance plans and the public safety life insurance plan including benefit limits; eligibility criteria; administrative, and procedural requirements; thorough knowledge of other State and Local rules, regulations, agreements and procedures that effect the assigned benefit programs; thorough knowledge of automated fringe benefit systems; good knowledge of basic medical and insurance industry terminology; knowledge of third party and medical provider billing and payment procedures; knowledge of Medicare procedures and benefits; ability to evaluate and analyze potential program problem areas and to formulate and recommend workable solutions; ability to prepare detailed and coherent written reports and procedures; ability to gather and organize pertinent data and to draw appropriate conclusions; ability to establish and maintain effective working relationships; ability to deal effectively with employees; ability to instruct subordinates and departmental representatives in program procedures; ability to supervise, plan and coordinate the work of subordinates and ensure completion of assigned tasks; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; tact; judgment; integrity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's degree* in Accounting, Finance, Human Resources or Business Administration and three years experience in which the primary function of the position was employee benefits administration, two years of which were at an administrative or supervisory level and two years of which included administrative experience with health plans; or (b) a Bachelor's degree* and four years experience in which the primary function of the position was employee benefits administration, two years of which were at an administrative or supervisory level and two years of which included administrative experience with health plans

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized and accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.