

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:

Benefits Management

SERIES NO.:

6525

MAJOR AGENCIES:

Administrative Services only

EFFECTIVE DATE:

12/09/2018

SERIES PURPOSE:

The purpose of the benefits management analyst occupation is to coordinate, monitor, evaluate & manage assigned benefit program area (e.g., health, dental, vision & life &/or disability, workers' compensation & case management &/or unemployment) for all state employees.

At the first level, incumbents assist in development & implementation of benefits policies & procedures affecting state employees & provide technical assistance to state employees & state agencies to resolve benefit issues related to assigned area.

At the second level, incumbents manage variety of both ongoing & special benefit projects in assigned benefit program area & coordinate, monitor, evaluate & develop policies & procedures on contractor performance of employee benefits program.

At the managerial/supervisory level, incumbents manage entire assessment & monitoring system for assigned benefit program area & serve as team leader over lower-level benefits management analysts & directs team in implementation & coordination of statewide policies/procedures regarding benefits, & in addition to one of preceding options, supervise staff when assigned.

JOB TITLE

Benefits Management Representative

JOB CODE

65250

PAY GRADE

30

EFFECTIVE

12/09/2018

CLASS CONCEPT:

The first full performance level class works under general supervision & requires considerable knowledge of health & ancillary benefits &/or disability/workers' compensation/unemployment benefits in order to assist in development of benefit policies & procedures affecting state employees & provide technical assistance to state employees & state agencies to resolve benefit issues related to assigned area.

JOB TITLE

Benefits Management Analyst

JOB CODE

65251

PAY GRADE

12

EFFECTIVE

08/06/1995

CLASS CONCEPT:

The second full performance level class works under general supervision & requires considerable knowledge of assigned benefit program area (e.g., state life &/or health &/or dental &/or vision insurance program or workers' compensation/occupational injury leave &/or disability leave &/or early intervention & return to work programs & initiatives & case management programs) in order to manage variety of both ongoing & special benefit projects in assigned benefits program area & serve on team of benefits management analysts &/or serve as lead worker over benefits management specialists & serve in absence of supervisor.

JOB TITLE

Benefits Manager 1

JOB CODE

65255

PAY GRADE

14

EFFECTIVE

08/06/1995

CLASS CONCEPT:

The supervisory/managerial level class works under general direction & requires thorough knowledge of assigned benefit program area (e.g., state life &/or health &/or dental &/or vision insurance program &/or workers' compensation/occupational injury leave &/or disability leave & early intervention & return to work programs & initiatives & case management programs) in order to manage entire assessment & monitoring system for assigned benefit program area for all state employees & serve as manager/team leader over lower-level benefits management staff & direct team in implementation & coordination of statewide policies regarding benefits, & in addition to one of preceding options, supervise staff when assigned.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Benefits Management Representative	65250	14	12/09/2018	30

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists in development & implementation of benefits policies & procedures affecting state employees, provides technical assistance to state workers & state agencies to resolve benefits issues related to assigned area (e.g., health, dental, vision, life & ancillary benefits, disability &/or workers' compensation &/or unemployment benefits) & in conjunction with third party administrator &/or insurance carriers, develops methods to implement procedures & policies for all state workers & implements statewide policy.

Acts as liaison between office of benefits administration, state agencies & state employees; researches complex telephone & written inquiries from active & former employees & state agencies concerning eligibility, payments & continuation of benefits; monitors written communications & claims decisions of third party administrators & other benefit providers &/or adjudicates claims & resolves & responds to appeals; resolves complaints received from employees & former employees via letter & telephone; attends hearings &/or provides assistance & information to hearing representatives &/or represents management in appeals; interviews claimants or authorized parties to obtain additional/needed information pertaining to claims; contacts employees, agencies, physicians & vendors in claims management activities (e.g., advises on special cases; reviews unresolved claims issues & provides recommendations for resolution of issues); coordinates claims activities with third party administrator &/or health care providers; recommends measures to improve processing & management of claims.

Assists in development of & presents benefits training to state agency representatives; conducts public relations activities (e.g., attends &/or conducts seminars &/or workshops; delivers speeches); assists in preparation of procedures manuals; assists in development of forms & instructional material for agencies & for use in claims operations; reviews agency procedures & prepares memorandums recommending benefits claims processing & administrative changes to increase efficiency; operates word processor or personal computer to enter, edit &/or retrieve data &/or to produce documents.

MAJOR WORKER CHARACTERISTICS:

Knowledge of assigned benefit program area (e.g., state life &/or health &/or dental &/or vision insurance programs; workers' compensation; occupational injury leave; disability leave; early intervention & return to work programs & initiatives; case management programs; unemployment benefits); applicable Ohio revised code sections; departmental procedures & federal benefits laws governing assigned benefit areas (e.g., eligibility criteria; claims processing; condition & cost of coverage; diseases & disabling condition & medical terminology); public relations; interviewing*. Skill in operation of word processing equipment or personal computer. Ability to understand & interpret insurance contracts; write procedural memos & directives regarding program & procedures for assigned area; deal with some abstract but mostly concrete variables; handle sensitive inquiries from & contact with officials & general public; use proper research methods in gathering data; prepare & deliver speeches before specialized audiences; resolve complaints from personnel officers & agency representatives; answer inquiries from employees, industry officials & payroll/personnel officers.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. exp. in processing benefits enrollment with third party administrators &/or insurers in governmental agency or private sector; 12 mos. exp. in public relations; 3 mos. exp. in operation of video display terminal or personal computer; 12 mos. exp. in public relations; 3 mos. exp. in operation of video display terminal or personal computer.

-Or for positions responsible for or assigned to disability benefits, must have: 24 mos. exp. in adjudicating benefit claims or in coordinating benefit claims issues with third party administrators &/or insurers in governmental agency or private sector;

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Benefits Management Analyst	65251	EX	08/06/1995	12

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages variety of both ongoing & special benefit projects in assigned benefit program area (e.g., health & life &/or disability/workers' compensation & case management &/or unemployment) for all state employees, coordinates, monitors, evaluates & develops policies & procedures & implementation processes on contractor performance of assigned employee benefits program, reviews periodic data produced by benefit program contractors & evaluates systematic benefit program & processing deficiencies & recommends changes (i.e., both internally & for contractors), prepares bid specifications & requests for proposals & evaluates vendors, reviews enrollment, utilization, cost & other relevant data for assigned benefit program area, establishes & implements criteria for health maintenance organization (i.e., HMO) eligibility, provides technical assistance to benefit management specialists & serves on team of benefits management analysts (i.e., each analyst deals with different technical benefits issues) &/or serves as lead worker over benefits management representatives & acts in absence of supervisor.

Drafts & edits employee benefits communications (e.g., benefits book; health benefits update; open enrollment material) & assists vendors (e.g., HMOs; dental; vision; life; prescription benefits) with layout, printing & distribution of materials; revises communication materials to meet needs of state; reviews benefits program contractors' communications (e.g., open enrollment; correspondence) for employees & makes recommendations for revisions/changes; develops & writes policies & procedures & submits to management for approval; interprets HMO contracts & health plan policies & procedures for payroll/personnel officers &/or state employees; enforces established policies & procedures to ensure compliance with assigned benefits program; conducts research for benefits plan design changes & drafts decisions; drafts policies & procedures for special projects.

Serves as member of joint labor-management health care committee & related subcommittees; prepares reports on current health related issues & cost & benefit analysis; researches & evaluates benefit alternatives & options & assists in collective bargaining in assigned area of employee benefits; prepares information for use with unions in formal & impact bargaining negotiations.

Attends meetings; provides advice to & answers questions from public officials & agency representatives regarding benefits issues; serves as liaison with vendors, state agencies & private contractors; operates word processor or personal computer to enter, edit, retrieve data &/or to produce data/ documents.

MAJOR WORKER CHARACTERISTICS:

Knowledge of assigned benefit program area (e.g., state life &/or health &/or dental &/or vision insurance programs; workers' compensation; occupational injury leave; disability leave; early intervention & return to work programs & initiatives; case management programs); applicable Ohio revised code sections; departmental procedures & federal benefits laws governing assigned benefit areas (e.g., eligibility criteria; claims processing; condition & cost of coverage; diseases & disabling condition & medical terminology); managerial principles/techniques*; public relations; interviewing*. Skill in operation of word processing equipment or personal computer. Ability to understand & interpret insurance contracts; write procedural memos & directives regarding program & procedures for assigned area; deal with some abstract but mostly concrete variables; handle sensitive inquiries from & contact with officials & general public; use proper research methods in gathering data; prepare & deliver speeches before specialized audiences; resolve complaints from personnel officers & agency representatives; answer inquiries from employees, industry officials & payroll/personnel officers.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business or public administration to include coursework in benefits administration & policy analysis; 2 yrs. exp. in research & analysis of benefits program & written documentation of findings; 3 mos. exp. in operation of word processing equipment or personal computer.

-Or 12 mos. exp. as Benefits Management Representative, 65250.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Benefits Manager 1	65255	EX	08/06/1995	14

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages entire assessment & monitoring system for assigned benefit program area (e.g., health & life &/or disability/ workers' compensation & case management &/or unemployment) for all state employees & serves as team leader over lower-level policy staff or benefit processing staff (e.g., benefits management analysts, benefits management representatives) & directs team in development, implementation & coordination of statewide policies/ procedures regarding assigned benefits program activities (e.g., open enrollment, benefits processing procedures & timelines, agency relations, case management), & in addition to one of preceding options, supervises staff when assigned.

Develops policies & procedures for preferred provider organizations (i.e., PPOs) & health maintenance organizations (i.e., HMOs) & evaluates compliance; writes policies & procedures for employee benefit communication; develops policies & procedures in regards to relationship to third party administrators (i.e., TPAs) (e.g., reporting procedures; billing procedures; communication & distribution of open enrollment materials through state agencies to state employees); evaluates performance of health care providers; oversees preparation & revisions of health benefits books, administrative procedure manual & communication materials; coordinates collection of cost data on benefits programs & alternatives & forecasts short-term & long-term costs of alternative packages (i.e., writes policy &/or makes recommendations to management when necessary); serves as liaison with office of collective bargaining on benefit related issues &/or benefit data requests; coordinates collection of behavioral data on benefit programs, assesses alternative incentives effect on employee usage of benefits & recommends modifications of employee benefit programs.

Attends meetings & makes presentations regarding health care benefits; provides guidance to state agencies, health care providers, employees, vendors & consultants regarding health care policies & procedures; serves on joint labor-management health care committee & subcommittees; serves as liaison between administrator & staff; represents administrator at meetings & assumes responsibility & authority during administrator's absence; operates word processor or personal computer to enter, edit &/or retrieve data &/or to produce data/documents.

MAJOR WORKER CHARACTERISTICS:

Knowledge of assigned benefit program area (e.g., state life &/or health &/or dental &/or vision insurance programs; workers' compensation; occupational injury leave; disability leave; early intervention & return to work programs & initiatives; case management programs); applicable Ohio revised code sections; departmental procedures & federal benefits laws governing assigned benefit areas (e.g., eligibility criteria; claims processing; condition & cost of coverage; diseases & disabling condition & medical terminology); supervisory principles & techniques*; managerial principles/techniques*; public relations; interviewing*. Skill in operation of word processing equipment or personal computer. Ability to understand & interpret insurance contracts; write procedural memos & directives regarding program & procedures for assigned area; deal with some abstract but mostly concrete variables; establish friendly atmosphere as team leader of work unit; handle sensitive inquiries from & contact with officials & general public; use proper research methods in gathering data; prepare & deliver speeches before specialized audiences; resolve complaints from personnel officers & agency representatives; answer inquiries from employees, industry officials & payroll/personnel officers.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business or public administration to include coursework in benefits administration & policy analysis; 3 yrs. exp. in research & analysis of benefits program & written documentation of findings; 3 mos. exp. in operation of word processing equipment or personal computer.

-Or 12 mos. exp. as Benefits Management Analyst, 65251.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel