

INSURANCE PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of technical duties in connection with the operation of the Self-insurance programs for Health Insurance and Workers Compensation. Incumbent is responsible for establishing and maintaining health insurance files, maintain appropriate disbursement records and assisting claimants with regard to filing claims, program procedures, etc. Work is performed under direct supervision of the Insurance Administration.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Conducts orientation of new employees advising them of health insurance options and their eligibility for health insurance coverage during and after employment (COBRA) with the County, and assists in sign up procedures, following through by notifying appropriate insurance carriers and payroll personnel;

Responds to inquiries, either in person or by telephone, regarding health insurance coverage, benefits, rates claims etc., and contacts insurance carriers regarding eligibility and various problems that may arise;

Notifies employees who are leaving County Employment of COBRA option, assists them with sign-up procedures and conducts conversion prior to expiration of regular health insurance;

Notifies Medicare eligibles and survivors of the change in status and assists with sign-up;

Notifies employees and insurance carriers of termination of health insurance, provides for any necessary refunds and makes necessary adjustments to health insurance reports;

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When an employee is on Disability Leave or Workers Compensation, keeps in contact with employee or payroll personnel regarding extent of leave as it may affect health insurance benefit and monitors payments ;

Prepares and maintains monthly departmental, town, college and retirement reports for billing, monitors payments and makes appropriate adjustments;

Notifies employees on an annual basis of options/changes in health insurance coverage (i.e.: buy-out, sign-up for different health insurance carrier, etc.);

Monitors payroll deduction report for accuracy of changes;

Notifies retirees, subdivisions and college of options/changes in health care insurance coverage (i.e. change in rates, coverage, etc.);

Assists in processing of claims for workers' compensation against the County, Towns, or villages;

Performs incidental typing and data processing;

Conducts necessary correspondence and maintain files;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of health insurance and compensation concepts and related decisions and interpretation; Working knowledge of methods used in keeping financial accounts and records; Clerical aptitude; Ability to express ones self clearly both orally and in writing; Ability to follow oral and written instructions; and Courtesy.

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MINIMUM QUALIFICATIONS:

- (A) Possession of a Bachelor's Degree in Business Administration, Public Administration, or a related field; or
- (B) Four years of clerical experience involving the processing of insurance claims, insurance administration, Workers Compensation cases or disability claims; or
- (C) An equivalent combination of experience and training as described in (A) and (B) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

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