



Job Title	Healthcare Management Specialist
PVN ID	RF-2409-006476
Category	Managerial and Professional
Location	RESEARCH FOUNDATION OF C.U.N.Y.
Department	Human Resources
Status	Full Time
Annual Salary	\$73,475.00 - \$85,721.00
Hour(s) a Week	35
Closing Date	Nov 18, 2024 (Or Until Filled)

General Description

The Healthcare Management Specialist will work under the direct supervision of the Assistant Director of Human Resources: Benefits. The incumbent will provide support to employees and retirees enrolled in Research Foundation health and wellness plans. The incumbent will assist members to navigate the complexities of coverage, provide education and training, and integrate the support services that the member needs to optimize the healthcare and psychosocial goals and outcomes. The Healthcare Management Specialist will ensure compliance with regulations including HIPAA, standards and best practices, and communicate with stakeholders including staff and vendors. identifying and resolving problems and issues as well as leading and facilitating change and improvement initiatives.

Other Duties

- Assist enrolled members with navigating health insurance, Medicare, and legal processes, provide the members with financial advice and resources
- Invoice and process retiree Medicare reimbursements
- Advocate for members and assist them in navigating complex healthcare systems
- Educate members on their conditions and provide them with self-management tools and resources to alleviate discomfort and stress
- Establish strong communication and build meaningful relationships with individual patients
- Coordinate wellness events for RFCUNY employees at Central Office and across all CUNY locations including onsite vaccinations and screenings
- Facilitate care coordination across multiple providers, specialists, and healthcare networks
- Collaborate with insurance carrier and EAP/ health advocacy provider as necessary to resolve coordination of benefits, claims, and/or billing issues efficiently
- Lead wellness presentations, information sessions, webinars, and present at annual open enrollment events

- Monitor trends and maintain relevant metrics
- Other duties as assigned

Qualifications

- Minimum BS, BA, BSW, or BSN Degree in Healthcare, Human Services, Social Work, Allied Health, Case Management or related preferred
- Minimum 4 years' experience working in healthcare, employee assistance program, patient care, or insurance preferred
- Ability to organize and analyze facts, and to draw logical conclusions
- Leadership and teamwork skills
- Ability to multitask and meet short deadlines required
- Excellent public speaking and written communication skills
- Occasional travel to multiple locations