



State of New Jersey
DEPARTMENT OF BANKING AND INSURANCE
OFFICE OF HUMAN RESOURCES

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NOTICE OF VACANCY

STATE-WIDE – OPEN TO THE PUBLIC

POSTING NO.:	BIA-2021-081	OPENING DATE:	August 9, 2021
TITLE:	Government Representative 2	CLOSING DATE:	September 10, 2021
FUNCTIONAL TITLE:	Carrier Operations Manager	LOCATION:	Trenton, NJ
UNIT:	New Jersey State-Based Health Insurance Exchange		
SALARY:	\$85,000-99,000, salary commensurate with experience		
OPEN TO:	Candidates who meet the requirements specified below, subject to current promotional and hiring restrictions.		

BACKGROUND

In June 2019, Governor Phil Murphy signed legislation to establish a State-based Health Insurance Exchange for New Jersey. This law was enacted with the aim of expanding residents' access to quality, affordable health coverage and care. The Department of Banking & Insurance (DOBI) has implemented the State-based Health Insurance Exchange, *Get Covered New Jersey* (www.GetCovered.NJ.gov), which launched in November of 2020. A critical function of the State-based Health Insurance Exchange, a division within the Department, is improving access to health coverage throughout the State.

RESPONSIBILITIES

The Department of Banking and Insurance seeks qualified candidates to serve as the Carrier Operations Manager for the New Jersey State-based Health Insurance Exchange. The Carrier Operations Manager will report to the Chief Operating Officer and serve as the main point of contact for health insurance carriers offering plans through Get Covered New Jersey. This includes ensuring smooth enrollment operations across the Exchange and carrier processes and systems, providing technical and operational assistance and guidance in response to carrier questions and inquiries, and supporting the resolution of consumer issues related to enrollment.

Key responsibilities include:

- Coordinating across medical and dental carriers offering or seeking to offer coverage through Get Covered New Jersey to ensure systems, processes, and policies are aligned.
- Managing the relationship with the participating carriers to ensure communication channels are maintained, responding to questions and resolving any issues.
- Developing technical assistance and guidance documents to improve carrier relations, integration and management.
- Ensuring programmatic policies and processes are consistent with federal Exchange regulations promulgated by the Centers for Medicare and Medicaid Services and with state laws and regulations issued by DOBI.
- Managing annual qualified health/dental plan Exchange certification process.
- Ensuring ongoing alignment and accuracy of enrollment data through clear enrollment policies and the monthly enrollment reconciliation process, in coordination with data specialists (specifically related to electronic data interface (EDI) transactions).
- Working to quickly escalate and resolve with carriers any consumer coverage issues in a timely manner.
- Providing testing and production support by validating premium calculations, tax credit calculations, and ensuring plan benefits and network providers are displayed and represented accurately to customers. Overseeing operations related to the provider directory and pharmacy data, including coordination of monthly provider directory data submissions.

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- Providing expert input to technical teams to develop and implement new system functionality, including writing business requirements and reviewing system designs to ensure intended impact is realized.
- Build and maintain relations with internal cross-functional teams and external business partners to support areas of responsibility.
- Elevate critical issues in a timely manner for resource allocation and decision support.
- Other duties as assigned.

REQUIREMENTS

This position requires:

- Bachelor's degree and at least three (3) years' program management experience, including but not limited to, experience related to the health care industry, health insurance, health administration, government administration, or other related experience.

The ideal candidate will have:

- Knowledge of health insurance benefits, New Jersey's insurance rules, and individual and/or small group health benefit procurement;
- Ability to communicate effectively, both orally and in writing, regarding complex or sensitive information or issues;
- Ability to manage multiple, diverse, complex projects, balance multiple priorities, and communicate progress;
- Demonstrated ability to earn the trust, respect, and confidence of co-workers, carriers and customers through consistent honesty, forthrightness, responsibility and professionalism in all interactions;
- Broad knowledge and understanding of the health care industry, including the commercial insurance market, Medicaid, and other health delivery systems, and addressing or otherwise managing issues of access, affordability, and quality health care;
- Thorough knowledge and understanding of the health insurance components in the Affordable Care Act (ACA), especially health insurance exchanges; and
- Experience analyzing data, and conducting research to formulate and advise decision-making, issue resolution and policy development.

LICENSE: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

RESIDENCY REQUIREMENTS: In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011, newly hired State government employees must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements are subject to removal from employment.

Interested applicants should submit a *letter of interest and resume*. All documents should be submitted in PDF format by September 3, 2021 to: human.resources@dobi.nj.gov. Please include Posting No. BIA-2021-081 in the subject line of your email. Please include three (3) professional references of your current or former supervisors or managers- please only provide references for those to whom you have reported in the workplace and those who have supervised or managed your work. Please provide your references' names, job titles and current contact information, including email addresses.