

JOB DESCRIPTION

POSITION: Healthcare Technician

LOCATION: APEA/AFT Headquarters

DEFINITION: Under general direction provides information and technical assistance to participants, employers and carriers; informs participants of program choices and options, rights and responsibilities; completes and verifies service and benefit calculations; processes applications, enrollment and change forms for the benefits programs administered by the Alaska Public Employees Association Health and Welfare Trust.

EXAMPLE OF DUTIES:

Provides information and technical assistance to participants, employers, and carriers. Explains program eligibility requirements, benefit options, rights and responsibilities to participants.

Responds to verbal and written inquiries regarding the provisions of the program area(s) assigned where the information is not clearly defined in law, plan documents, policies and procedures. May locate and research sources of information beyond that which is readily available in order to respond to inquiries.

Acts as liaison between carriers and participants; coordinates with other agencies.

Maintains pending, suspense and inactive records and application or benefit logs. Obtains, reviews and processes necessary forms for continuation of benefits.

Reviews applications and enrollment forms for accuracy, completeness and adherence to procedures and proper format; obtains additional information; sets up and maintains application files.

Determines eligibility for benefits based on records on file and records provided by employers; assists participants in completing benefit applications and other forms.

Obtains the necessary verifications and other documentation from employees and employers. Completes various forms and computer input documents and enters action to be taken in the on-line systems. Approves checks to be issued by the TPA.

Prepares correspondence of a specific nature to participants concerning benefit entitlement, insurance options and to obtain other information.

Verifies premium deductions, benefit amounts and entitlements for accuracy and takes necessary corrective action using prescribed methods. Notifies members of adjustments. Compiles data for premium and enrollment information for carriers.

Writes and updates desk procedures and assists with drafting Standard Operating Procedures.

Maintains Health Trust accounts: report and deposit checks and contributions and perform accounts payable. Perform monthly reconciliation, general ledger entries and adjustments, transfer of funds, monitor and update all current administrative files, prepare and maintain all monthly financial statements.

Performs other related duties, assists in special studies and project assignments as assigned. Performs courier and errand duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the healthcare and related statutes, provisions of health/life insurance programs and other benefits provided by the Trust; methods of determining eligibility and computing payments; familiarity with insurance and health terminology.

Considerable knowledge of the techniques of interviewing to obtain and present information.

Working knowledge of computer data and word processing operations, procedures and techniques.

Skill in performing arithmetic calculations involving fractions, decimals and percentages.

Ability to read, apply and explain statutes, regulations, contracts/plans, policies and procedures.

Ability to organize and present information tactfully, clearly and effectively, both orally and in writing.

Ability to use data processing systems to input and retrieve information and prepare general correspondence.

Knowledge of theories, principles and terminology of the accounting profession; computer systems ;Ability to apply theories, principles and accepted procedures of the accounting profession to the work at hand; reconcile records; establish and maintain effective working relationships with those contacted in the course of the work; speak and write effectively.

MINIMUM QUALIFICATIONS:

High School diploma or the equivalent;
AND

One year of full proficiency level technical experience in an area of an employer's retirement or benefits programs; human resources or labor relations activities; in preparing or receiving, reviewing and processing claims for health, life, or disability insurance payments or documents for financial planning.

In the State of Alaska this level of experience is equivalent to Retirement & Benefits Technician II.