

**NATURE OF WORK IN THIS CLASS:**

This position participates in contract negotiations and oversees the administration of all insurance benefits for the Government of Guam's Group Insurance Program.

Employees in this class administer and oversee the Government of Guam insurance program; ensures that bids are administered pursuant to established contracts, applicable laws, rules and regulations, policies and procedures, and in accordance with member eligibility.

**ILLUSTRATIVE EXAMPLES OF WORK:** *(These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)*

Plans and directs the administration of the government's Group Health and Life Insurance Programs; develops and initiates direct contracting with medical, pharmaceutical, dental providers, and other health entities; develops and initiates contracts with reinsurance providers, vendors, Third Party Administrators (TPA) and other services providers; maintains all proposals and ensures the confidentiality of the process.

Administers and oversees the issuance of the Request for Proposal (RFP) for the government's Group Health and Life Insurance programs, direct contracting and, and actuarial services; ensures the relevant changes or amendments to any procurement and/or insurance administration requirements are complied with; establishes a relative weight factor and scoring process during contract review and negotiations; oversees the compliance of procurement regulations; and oversees compliance with all insurance rules and regulations.

Directs and oversees the development of the scope of services and program changes for insurance and actuarial services and other program; responsible for the final development and scoring process for the RFP.

Communicates directly with insurance actuaries in the development of the RFP with regard to plan development, expansion of services, contractual changes, premiums, audits, and other areas of concerns.

Directs the monitoring, analyzing, and evaluating of insurance programs performance to ensure compliance with contractual requirements. Executes corrective measures for compliance.

Oversees the preliminary and final review of proposals received. Receives proposals to determine those that meet RFP requirements, or are deemed non-responsive and non-compliant. Issues final determination in consultation with the negotiating team and legal counsel.

Establishes and manages strategic partnerships with medical and pharmacy providers to expand and improve services. Develops direct network contracts to provide the most beneficial



and economical plans and services. Plans and oversees the process and contract for captive insurance.

Develops and monitors related plans, procedures and methodologies, and/or analyzes quality initiatives and processes to meet organizational objectives, customer needs, enhancing teamwork and improving overall organizational performance.

Directs research and evaluation of insurance coverage needs and advises the Director of Administration of findings and recommendations for changes; provides reporting and analytics related to insurance benefits including cost analysis, usage trends, and other relevant data.

Works directly with the Director of Administration, actuaries, and negotiating team in the development of proposed plan designs, rates, and/or schedule of benefits and program requirements. Collaborates with actuaries for rate settings, and assessment of plan administration; discusses steps to achieve improvements; makes recommendations to the department head.

Provides professional assistance and guidance to the director negotiating team during team meetings and negotiations; provides insights and recommendations for plan improvement.

Identifies area of concerns; provides direction for improvement.

Interface with agency heads to partner on strategizing group insurance program sustainability and collaborate on the development of policies and procedures to improve and streamline processes and initiatives.

Directs the planning and creation of the annual open enrollment period for health and life insurance programs. Announces insurance coverage and verifies insurance premium rates.

Directs the development of communication and partnerships with stakeholders, insurance carriers, vendors and other business partners. Participates or attends legislative informational or government-wide meetings, governor's briefings, and/or other insurance-related meetings. Prepares comments and provides recommendations on legislative bills impacting insurance, procurement transactions or actuarial services.

Oversees the finalizing of insurance contracts and certificates to ensure that negotiated items and conditions are incorporated in the final product. Subjectively formulates and implements corresponding policies and procedures based on approved contract terms.

Maintains all insurance and insurance-related procurement records and/or documents for the Executive Branch and ensures their confidentiality.

Performs other related duties as assigned.



**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of local and federal laws and regulations governing public health, dental and life group insurance programs and administration, and procurement of such services.

Knowledge of the Department of Administration Personnel Rules and Regulations.

Knowledge of health and life insurance trends and developments.

Knowledge of supervision and management, modern businesses practices, and the principles and practices of contract negotiations.

Ability to plan and direct programs and activities.

Ability to interpret and apply pertinent laws, regulations, policies and other program guidelines.

Ability to make decisions in conformance with established laws, regulations, policies and other program guidelines.

Ability to identify problems and identify solutions.

Ability to evaluate program effectiveness, and initiate/implement changes to enhance programs and operations.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to work effectively with consultants, the negotiation team, employees, and the public.

Ability to maintain records and prepare reports.

**MINIMUM EXPERIENCE AND TRAINING:**

- A. Four (4) years of public health, dental and life insurance program administration experience, one (1) year of which must be in insurance contract development and procurement, and graduation from a recognized or accredited institution of higher learning with a Master's degree in public or business administration, human resources, finance or closely related fields; or
- B. Four (4) years of health, dental and life insurance program administration experience, one (1) year of which must be in insurance contract development and procurement, (1) year of supervisory experience, and graduation from a recognized or accredited institution of higher learning with a Baccalaureate degree in public or business administration, human resources, finance or closely related fields, or



INSURANCE ADMINISTRATOR

02.513

C. Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

**ESTABLISHED:** JANUARY, 2025

**PAY GRADE:** Q (GPP)

<b>HAY EVALUATION:</b>	<b>KNOW-HOW:</b>	E II 3	350
	<b>PROBLEM SOLVING:</b>	E 3 38%	132
	<b>ACCOUNTABILITY:</b>	E 3 C	<u>175</u>
	<b>TOTAL POINTS</b>		<b>657</b>

EDWARD M. BIRN, Director  
Department of Administration

LOURDES A. LEON GUERRERO  
Governor of Guam

