



NATURE OF WORK IN THIS CLASS:

This is moderately complex program development, coordination, and implementation work in the administration of the group insurance programs and activities for government employees.

Employees in this class perform duties independently after initial training and work under general supervision on a variety of more complex developmental assignments.

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.)*

Reviews existing laws as it relates to insurance programs and benefits; conducts research on industry standard programs and propose and/or recommends changes for improvement.

Plans logistical activities involving the procurement of services, contract negotiations, communications of open enrollment, and marketing of employee benefits and plans.

Prepares memorandums and circulars, statistical reports, and other correspondence.

Attends meetings as required; maintains insurance and insurance-related records.

Performs related duties as required.

(Insurance Program Development)

Prepares the Request for Proposals (RFP) for improvement in plan administration and benefits. Prepares procurement documentations and other necessary reports to include written determinations, requests for personnel services and scope of services for the Request for Proposals for insurance, actuarial services, or other services needed. Verifies rating and weight factors. Compiles reports for census data, claims data and other pertinent information for the Request for Proposal. Submits RFP for supervisory review.

Conducts preliminary review of proposals submitted; ensures for completeness of required information and material in accordance with procurement and Request for Proposal (RFP) requirements; prepares findings to supervisor for action; prepares preliminary communications to offerors of non-compliance or non-responsiveness; prepares letters of selection and non-selection in compliance with procurement rules.

Staffs the Negotiations Team and director during the development of the RFP, pre-negotiations briefings, pre-proposal conferences and negotiations; may advise of issues of concerns and areas in need of compliance and improvements.

Closely monitors the RFP and negotiations process in avoidance of any filed protest or non-compliance issues; prepares draft responses and documents in response to any protests or filed motions of stay.



Conducts audits of moderately complex insurance processing and administration protocols, makes recommendations for improvement to supervisor.

Assists in researching expansion of services, emerging insurance industry practices and issues, plans designs and direct contracting with hospitals, pharmacies, and compliance. Provides report to supervisor for review and direction and presentation to the Insurance Administrator.

(Contracts)

Conducts research for direct contracting options for medical, pharmacy and hospital benefits, reports findings to supervisor.

Participates in the administration of group insurance mandates and compiles contract and program issues of concern during contract plan year; identifies areas of non-compliance; prepares reports in an organized manner for presentation to supervisor. Provides general recommendations for improvement.

Assists in the resolution of moderately complex membership enrollment, discrepancies and contractual issues.

Responds to inquires and issues regarding the insurance benefit program and requirements; explains program benefit coverages.

Monitors program effectiveness; formulates recommendations for improvement and policy changes.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

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

Knowledge of the Department of Administration Personnel Rules and Regulations.

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 employees and the public

Ability to maintain records and prepare reports.



MINIMUM EXPERIENCE AND TRAINING:

- A. One (1) year of health, dental and life insurance program administration 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
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

ESTABLISHED: JANUARY, 2025

PAY GRADE: M (GPP)

HAY EVALUATION:	KNOW-HOW:	E 1 2	200
	PROBLEM SOLVING:	E 3 33%	66
	ACCOUNTABILITY:	D 2 C	<u>76</u>
	TOTAL POINTS		342

EDWARD M. BIRN, Director
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LOURDES A. LEON GUERRERO
Governor of Guam

