



NATURE OF WORK IN THIS CLASS:

This is supervisory group insurance administration work.

Employees in this class supervise complex program development, contractual review and compliance, executes the formulation and creation of the Request for Proposal; advises the negotiation team; and oversees the administration of the group insurance programs and activities for the government.

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.)*

Supervises, monitors and analyzes programs and activities involving the administration of group medical, dental, pharmacy and life insurance mandates and compliance with contract terms and conditions. Anticipates program needs, develops innovative solutions of improvement, makes resolutions, and takes corrective measures for compliance with local and federal statutes.

Conducts research on expansion of services, laws applicable to programs, emerging industry practices and insurance issues, plan designs, and direct contracting with hospitals, providers, and pharmacies; determines relative impact to programs and reports findings or recommendations to Insurance Administrator and presentation to the Director.

Conducts research on federal grants for the overall improvement of insurance programs and professional development training for Insurance Division Staff to remain up-to-date with industry practices.

Formulates and develops in-house training programs; develops informational materials to work as teaching aids for progressive learning regarding the benefit programs' processes and procedures. Provides guidance to staff on the proper application of administrative requirements or established policies and procedures.

Prepares response to Freedom of Information Act (FOIA) received relative to health and life insurance programs within specified FOIA timeframes.

Oversees and maintains insurance and insurance-related records.

Performs other related duties as assigned.

(Insurance Program Development)

Responsible for the formulation and development of the Request for Proposal (RFP) for the health and life insurance programs, captive insurance, direct contracting, actuarial services, program expansions, and other services needed to administer programs for review. Ensures actuarial services and procurement requirements are met, verifies that any impacted changes do not contradict any other components of the RFP; and organizes RFP for final review by the Insurance Administrator.



Closely monitors the RFP and negotiations process and ensures compliance with all procurement laws and regulations to avoid any potential protest, procurement non-compliance issues, or breach of confidentiality. Prepares draft documents in response to any protests or filed motions of stay for Insurance Administrator's review.

Provides technical guidance to subordinates in preparing documentation for inclusion in the Request for Proposal.

Oversees preliminary review of proposals submitted; ensures confidentiality of proposals, ensures that negotiated changes during proposal submission and contract negotiations are accurately tracked; provides guidance and feedback to the negotiations team or Insurance Administrator on issues.

Attends and provides assistance for meetings with the negotiations team and stakeholders during contract negotiations.

(Contract)

Responsible for administering and finalizing health, life, and actuarial contracts for compliance with negotiated terms, applicable procurement requirements, and insurance laws. Communicates with stakeholders and/or insurance company on the interpretation and verification of contract terms and conditions. Submits recommendations for corrections, improvements and compliance to the Insurance Administrator for final approval.

Reviews and prepares any contract activities to include, but not limited to, items such as renewals, scope of services, amendments, rates, and memorandums. Identifies issues of contractual and policy non-compliance; provides recommendation and action plan to correct areas of non-compliance and improvement needs to Insurance Administrator.

Tracks performance guarantees with contract terms. Communicates with carriers for reports and briefs the Insurance Administrator on recommended course of action. Seeks penalties for non-compliance of performance guarantees.

Creates and administers assessments on health and life insurance program effectiveness and member satisfaction, develops evaluation criteria, and analyzes the validity of the responses to improve the quality of the programs for the next plan year.

Maintains communications with stakeholders and insurance carriers or third-party administrators (TPA) to plan open enrollment activities for the health and life insurance programs: such as, the review and approval of brochures, enrollment forms, marketing materials, disbursement of open enrollment information [i.e., circulars, schedules, carrier/TPA presentations, implementation guidelines, Q&A (question and answer), flyers, etc.].

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.

Knowledge of the principles and practices of supervision and management.

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. Three (3) years of health, dental and life insurance program administration experience, six (6) months of which must be in insurance contract development and procurement, 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: N (GPP)

HAY EVALUATION:	KNOW-HOW:	E 1 3	230
	PROBLEM SOLVING:	E 3 33%	76
	ACCOUNTABILITY:	E 1 C	100
	TOTAL POINTS		406


 EDWARD M. BIRN, Director
 Department of Administration


 LOURDES A. LEON GUERRERO
 Governor of Guam

