

## **Preferred Health Care Job Description**

**Job Title:** Compliance Officer  
**Department:** Operations  
**Reports To:** Vice President of Operations

### **SUMMARY**

This position is responsible for creating, implementing and the overall management of the Company's compliance program. The primary objective and goals of the position are to conduct internal monitoring to determine compliance with state and federal regulatory and contractual requirements for the Company and for the TPA clients. Creates, reports and educates and follows-up with business areas to ensure processes exist that demonstrate compliance. This position will use a consultative approach with our clients and broker partners, supporting the TPA Services department with market, product and health care reform expertise.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.

- Knowledge of and ability to research all legislative updates and pending updates that pertain to the Company's business including self-funded health plans and the administration of those services and ensures the Company's full compliance with such updates. Reports all legislative updates to Management and assign duties as applicable. Manage legislative notices and reporting as required by ERISA and PPACA
- Monitors operational activities and metrics to ensure all guidelines are being adhered to and there is full integrity to the plan's compliance program.
- Assists with internal audits to assess compliance with contractual and regulatory requirements.
- Assists with the revision/development of audit tools to reflect current standards, contract changes, and regulations.
- Understands operational systems and performs root cause analysis on key operational processes and metrics.
- Directs communications with departments to ensure consistent understanding of contractual, state, and federal regulatory requirements.
- Creates reports, presentations, spreadsheets, and other materials in a timely manner.
- Assists and supports compliance-related projects and initiatives, participating collaboratively in staff meetings, committees, projects, and teams to resolve issues and meet compliance program goals.
- Prepares all plan related documents and certain plan regulatory reports including but not limited to 1094 & 1095 and credible coverage notice.

- Organizes and leads all compliance efforts across all Company operating areas.
- Communicates externally with brokers, stop loss carriers, and employers via phone, email, fax or in person
- Other duties as assigned by the Vice President of Operations and CEO.

## **QUALIFICATIONS**

- Experience working in regulatory frameworks and should have the knowledge of the general regulatory environment for ERISA benefit plans
- Strong leadership and motivational skills.
- Exhibit initiative and pro-active work style
- Conduct work with strong personal and professional ethics and integrity.
- Good written and oral communication skills

The requirements listed below are representative of the knowledge, skill, and/or ability required.

Must possess strong attention to detail, including the ability to proofread the work of self and others with high accuracy.

Employee is expected to deal with multiple responsibilities and to meet deadlines.

Ability to handle multiple interruptions and adjustment to priorities through the day.

Ability to work cooperatively with others as a member of a service-oriented team.

Work is monitored by supervisor however the employee is expected to perform these duties in an independent manor with minimal supervision.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **KNOWLEDGE**

- Knowledge of Microsoft Word, Outlook, Power Point, and Excel. Familiarity with Adobe PDF and creating PDF files from Word and Excel.
- Knowledge of telephone techniques and etiquette
- Knowledge of interpersonal skills using tact, patience and courtesy
- Excellent legal and factual research skills

## **EDUCATION and/or EXPERIENCE**

College degree (minimum 4-year B.A. or B.S. degree); Prior experience in the legal field and healthcare compliance related projects; Minimum of 5 years of business experience in Group Employee Benefits or Group Employee Benefits Account Management; CEBS certification or partial completion a plus.

## **COMMUNICATION SKILLS**

Ability to read and interpret benefit plan schedules, stop loss proposals and related information required to submit and prepare proposals.

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**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, and percentages.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or scheduled form.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. Specific vision abilities required by this job include close vision, and ability to adjust focus during computer operation.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.