



Director of Health Plan Operations Enrollment, Eligibility and Implementations

The **State Health Plan** is hiring a **Director of Plan Operations**, that will work with the Plan's Eligibility and Enrollment Services (EES) Vendor and provide project management for all programs and initiatives. This is a full-time position (40 hours per week) with [State Benefits](#), including health insurance, paid vacation, paid sick time, paid holidays, as well as retirement.

Recruitment Range: \$125,000 - \$140,000

This position has been designated as Exempt in accordance with North Carolina General Statute § 126-5(c1)(23), (24).

About the State Health Plan

The State Health Plan (Plan) is a division of the [Department of State Treasurer](#), provides health care coverage to more than 740,000 teachers and local school personnel, state employees, retirees, current and former lawmakers, state university and community college faculty and staff, and their dependents. For more information on the State Health Plan visit www.shpnc.gov.

The Plan Operations team provides operational oversight for the Plan's contract administration with the third-party administrator, pharmacy benefit manager, enrollment and eligibility, billing and other related services vendors. The areas of responsibility for the Plan Operations team focuses on project implementation and program management ensuring that all processes are documented, and programs are measurable. The team routinely monitors for data anomalies and serves as the primary subject matter experts on enrollment, billing, claims, and the associated EDI.

The areas of responsibility for the Director includes project management, EES contract oversight, and management of Plan eligibility and enrollment rules. This requires expertise in Medicare enrollment as well as electronic data interfaces (EDI/enrollment files) and vendor integration.

Job Duties

- The Director will work with the EES Vendor, other Plan vendors and stakeholders as needed.
- The Director participates in the development and implementation of the Plan's strategic planning efforts, initiatives, benefits and programs and will work with other Plan staff to ensure an on time and accurate delivery of all deliverables.
- This position must be a subject matter expert in all aspects of the teams' work.

Knowledge, Skills and Abilities / Competencies

Qualified applicants must possess, and application must clearly reflect work experience that demonstrates the following:

- Candidate must have healthcare operations management expertise in self-funded healthcare products, benefits, eligibility, enrollment, enrollment systems, call centers, EDI, premium billing, program/systems/product implementations and HIPAA.

Management Preference

- Core operating systems, developing and implementing enrollment platforms and managing EDI.
- Experience with Medicare products and enrollment is preferred.
- Master's degree or certifications in healthcare related program(s) and/or direct experience implementing TPA

Minimum Education and Experience Requirements

Graduation from a four-year college or university and seven to ten years of health care operations senior management experience. Healthcare operations expertise includes knowledge in healthcare products, benefits, eligibility, enrollment, premium billing and HIPAA. Diplomas or degrees must be received from appropriately accredited institutions.

Detailed Breakdown of Job Duties	
25%	Project Management/Implementation – Responsible for the oversight and implementation of new programs and initiatives for the Plan. This includes the annual open enrollment period.
25%	EES Contract - Management and oversight of eligibility and enrollment services (EES) vendor which includes the implementation and ongoing management of vendor data feeds, “front-end” enrollment rules, autoenrollment, premium calculation/display and transmission, and ongoing service level agreements (SLAs). Oversight also includes EDI implementations between Plan vendors and the ongoing reconciliation between these vendors.
15%	Eligibility and Enrollment – Ensure both Medicare and Non-Medicare primary members are enrolled accurately based on the Plan’s eligibility and enrollment rules.
15%	Request for Proposal (RFP)/Contracts - Responsible for drafting EES RFP, initiating contract amendments and assisting with other RFPs as needed.
10%	Strategic Planning – Participate in the ongoing management and implementation of the Plan’s Strategic Plan. Establish and develop individual team plans to accomplish short- and long-term goals. Partner with Plan and Program staff to promote the Plan programs and objectives.

Important Notes

The **Department of State Treasurer's** campus is located on Atlantic Avenue, is surrounded by many shopping centers and restaurants, has access to a 24-hour 7-day a week free gym on the campus, and offers a competitive benefit package, and has free employee parking!

This position is not considered remote. Currently SHP Staff is assigned one day per week plus one day per month to work remotely. Telework is applicable after onboarding.

Submit resume to SHPEmployment@nctreasurer.com.