



### **Health Coverage Escalation Analyst**

Faulkner Consulting Group is looking to hire an experienced professional to join our team at HealthSource RI, Rhode Island's health insurance exchange. Since the spring of 2011, Faulkner Consulting Group has been working with the state of Rhode Island to create and implement HealthSource RI. HealthSource RI is the state's official marketplace for health insurance coverage offering a place for Rhode Islanders to easily compare health insurance options, learn if they qualify for government subsidies or Medicaid, and enroll in insurance. It provides tools, resources, and information to individuals, families and small businesses to weigh a range of insurance options and choose a plan that fits their needs. HealthSource RI coordinates enrollment, billing and eligibility for tax credits, all in one convenient place, with experts available to help with any questions, concerns or issues.

The **Health Coverage Escalation Analyst** is part of the trusted and reliable "go-to" team for fixing the most complex issues impacting eligibility, enrollment and general system issues and solving problems that require deep program/policy knowledge. The **Health Coverage Escalation Analyst** must be comfortable learning and working with a proprietary software package to understand and investigate customer issues. The right candidate will have strong problem-solving skills and have demonstrated experience troubleshooting application issues.

### **Key responsibilities:**

The primary responsibility of the Health Coverage Escalation Analyst is to own the end-to-end escalation resolution process, assuming responsibility for the investigation and resolution of complex system related issues that affect enrollment of customers in HealthSource RI.

There are two main components of this role:

- **Analysis:** *Escalations occur when a customer issue cannot be immediately resolved at the point of contact by a customer service representative and requires further research.*
  - Investigate and resolve complex, escalated, system-related customer issues that are time-sensitive and require collaborative evaluation and resolution across business segments.
  - Analyze customer issues to determine root causes and develop new processes, documenting changes and new steps as they are developed. Analysis will require an understanding of enrollment software system functionality and health policy.
  - Work on special projects that impact larger populations of HSRI clients.
  - Work collaboratively with HSRI team members and vendors to continuously improve business processes to better serve the customer and reduce the number of escalations and complaints received.
- **Customer Service/Troubleshooting**
  - Research and troubleshoot complex cases and specific systems related issues.

- Learn HealthSource RI and Accountable Care Act (ACA) policy in order to become a subject matter expert.
- Troubleshooting customer issues in person at the walk-in center, via inbound phone calls, social media direct message, referrals from other agencies and community partners.
- Provide feedback to Contact Center staff and/or customers to close the loop on escalated issues.

**Qualifications Required:**

- Demonstrated systems troubleshooting and analysis skills required
- Proficiency in Microsoft Office required
- Strong written and verbal communication skills required
- Associates or Bachelors degree is welcome; four years of equivalent experience required in lieu of degree

**Qualifications Desired:**

- Experience with and understanding of enrollment systems - a plus
- Experience with JIRA or a similar ticketing system - a plus
- Familiarity with federal/state health insurance policy – a plus

**Skills/Abilities/Competencies:**

- Proficiency investigating and resolving system/application issues with strong analytical/troubleshooting/problem solving skills
- Self-motivated, able to work independently
- Able to multi-task including managing and prioritizing task list
- Proven ability to meet deadlines
- Able to confront situations and make appropriate and timely decisions
- Excellent organizational skills, with strong attention to detail
- Commitment to customer service and satisfaction with an empathetic and intuitive customer-focused approach
- Team player with the ability to build collaborative relationships across the organization
- Willingness to learn and expand knowledge
- Thrives in a fast paced, deadline driven, ever changing environment

**Work Environment:**

The Health Coverage Escalation Analyst will be employed by FCG to staff HealthSource RI (HSRI), the state's marketplace for health insurance coverage. This position will work a minimum of Tuesdays and Wednesdays in the HSRI offices in Providence and the balance virtually from home.

**Applying:**

Interested candidates should submit resume and cover letter to [hiring@faulknerconsultinggroup.com](mailto:hiring@faulknerconsultinggroup.com)

**Faulkner Consulting Group** [www.faulknerconsultinggroup.com](http://www.faulknerconsultinggroup.com)

Faulkner Consulting Group (FCG) is an experienced health policy consulting firm focused on the intersection of public and private programs. FCG works with payers and providers to tackle health care policy projects with a fundamental commitment to client partnership. We work side by side with our clients to ensure that our policy analyses and guidance fit within the clients' business models and capacity. We bring an analytical perspective to health policy issues with an emphasis on data-driven decision making.

EEO Statement:

*It is our policy to provide equal employment opportunity to all persons, without regard to race, color, creed, religion, national origin or ancestry, sexual orientation, gender identity or expression, marital status, age, disability, genetic information, veteran status, or any other legally protected status under local, state, or federal law.*

*FCG is an at-will, equal opportunity employer. FCG hires and promotes individuals solely on the basis of their qualifications for the job to be filled.*

*Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*