

STEVE SISOLAK  
*Governor*



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*Director*

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DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Human Resources  
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***Career Opportunity***  
**Office for Consumer Health Assistance**  
**Consumer Advocacy Specialist**

The Office for Consumer Health Assistance (OCHA) located in Las Vegas, NV is seeking a Full-Time Consumer Advocacy Specialist. The Department of Health and Human Services (DHHS) promotes the health and well-being of Nevadans through the delivery of essential services to ensure families are strengthened, public health is protected, and individuals achieve their highest level of self-sufficiency.

The Office for Consumer Health Assistance assists consumers of healthcare and injured workers with understanding their rights and responsibilities under various health care plans and industrial insurance policies. OCHA provides education and advocacy to those who have insurance through an employer, managed care, individual health policies, Employer Retirement Income Security Act (ERISA), Nevada Workers' Compensation, Medicare or Medicaid. Access to healthcare and prescription medication assistance resources are also provided for the uninsured and under insured.

The Consumer Advocacy Specialist position is responsible for managing the binding arbitration process created by AB469 in the 2019 Legislative session. This law creates a binding arbitration process available in certain circumstances involving an out-of-network provider which provides medically necessary emergency services to a covered person. In addition, this position will complete reviews to settle disputes between a provider and health plan, provide patient education related to balanced billing and their health plan, and will collaborate with the Bureau of HealthCare Quality and Compliance to provide for communication to healthcare facilities, providers, and consumers. This position may provide training and other support relating to consumers and injured employees in understanding their rights and responsibilities under health care plans, Public Employee's Benefits Program and policies of industrial insurance ; review existing and proposed policies, legislation and regulations that affect consumers of healthcare and make recommendations as appropriate; and review and analyze information relating to health care, the cost of health care, emergency services, medical billing and insurance regulations.

Nevada offers sunshine and recreational opportunities abound including golfing, biking, off-roading, hiking, skiing, and fishing. Nevada's beautiful landscape and thriving economy are just a few of the reasons to join the Silver State workforce. Additional benefits include medical, dental, life and disability insurance programs; participation in the Public Employees' Retirement Plan; 11 paid holidays each year; and accrual of 3 weeks of annual leave and 3 weeks of sick leave each year. Aging and Disability Services Division is committed to Equal Opportunity/Affirmative Action in recruitment of its employees and does not discriminate on the basis of race, color, national origin, religion or belief, age, disability, sex, sexual orientation, pregnancy, genetic information (GINA) or gender identity and expression.

This position is in the unclassified service. The incumbent will serve at the pleasure of the Governor's Consumer Health Advocate of the Office for Consumer Health Assistance.

**EDUCATION AND EXPERIENCE:** Applicant must have a bachelor's degree from an accredited college or university in business administration, health care administration, public health, social work, public relations, education, or a related field and three years of professional experience that included establishing and maintaining collaborative relationships with a variety of individuals and groups, applying knowledge of health insurance laws and requirements and health care assistance programs (e.g., health insurance claims processing and benefits coordination; workers compensation claims processing; hospital billing practices and charity policies; application processes and patient advocacy for general health care assistance programs such as Medicare and Medicaid); experience reviewing and analyzing data relating to health care, the cost of health care, emergency services, medical billing and insurance regulations; OR an equivalent combination of education and experience. The applicant must also have documented education and experience which demonstrates the ability to successfully perform the duties and functions of this position.

**SALARY AND BENEFITS:** This full-time position in the unclassified service of the state and reports to the Governor's Consumer Health Advocate of the Office for Consumer Health Assistance. Compensation is up to \$95,931 annually on Employer/Employee Paid Retirement. Excellent benefits package including health, dental, and vision insurance; Public Employees' Retirement System (PERS) Plan; paid vacation and 11 paid holidays; and no state, county, city, or social security tax. Other employee benefits such as life and disability insurance, and deferred compensation plans are available.

For further information or to apply, please submit your resume or Curriculum Vitae with a letter of interest and three (3) professional references to:

Lori Gaston  
Human Resources Analyst  
Aging and Disability Services Division  
1391 S. Jones Blvd.  
Las Vegas, NV 89146  
[lgaston@adسد.nv.gov](mailto:lgaston@adسد.nv.gov)  
(702) 486-5220

Applications will be accepted until recruitment needs are satisfied.

In the Subject line, please reference: **OCHA Advocate**