

STATE OF NEVADA

BRIAN SANDOVAL
Governor



RICHARD WHITLEY, MS
Director

DEPARTMENT OF HEALTH & HUMAN SERVICES
OFFICE FOR CONSUMER HEALTH ASSISTANCE
555 East Washington Ave., Suite 4800
Las Vegas, Nevada 89101
Telephone (702) 486-3587 or 888-333-1597
Fax 702-486-3586

UNCLASSIFIED JOB ANNOUNCEMENT

U4922 OMBUDSMAN, CONSUMER HEALTH ASSISTANCE

LAS VEGAS or CARSON CITY, NEVADA

Salary up to \$78,851 (employee/employer-paid retirement plan)

The Office for Consumer Health Assistance is seeking qualified candidates for the position of Ombudsman, Generalist. This is an unclassified position that is appointed by and serves at the pleasure of the Governor's Consumer Health Advocate.

NOTE: This is a Grant Funded position, subject to continuation of annual grant awards.

OVERVIEW OF PROGRAM & POSITION

The incumbent in the position acts assertively on behalf of consumers to resolve health care and insurance related issues and conducts outreach and education events. Responsibilities include: build and maintain collaborative relationships with insurers, medical providers, social service and governmental agencies; maintain a current knowledge of trends, policies, resources, and laws pertaining to insurance benefits, including insurance laws and regulations, private health care services and the Patient Protection and Affordable Care Act (PPACA); review and respond to assigned requests for assistance for those with health insurance as well as the uninsured population; educate, counsel, and intervene on behalf of consumers to find resolution whenever possible; communicate complicated medical terminology and information in lay terms for consumers to understand their rights, responsibilities and status of their case; enter and maintain data in database system, analyze data and generate reports; plan, produce and conduct outreach and education events; create, publish and distribute marketing and educational materials; assist the Consumer Health Advocate with special projects such as conducting research and preparing reports and position papers. Statewide travel may be required. Flexibility in working non-standard hours for outreach events is required.

PREFERRED QUALIFICATIONS:

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), creating and providing presentations to target groups, researching and writing educational or marketing materials; OR an equivalent combination of education and experience. Proficiency in Word, Power Point, Excel and Access is required.

Bilingual Fluency in English as well as at least one additionally common language in Nevada is preferred, but not required.

The successful candidate will be able to demonstrate a working knowledge of, and/or experience in two or more of the following areas:

Patient Protection and Affordable Care Act (ACA Section 2793):

- Current status and information on health care reform changes, processes, implementations of phases, and training available
- Cite applicable provisions relative to the consumer's issue
- Advocate on the consumer's behalf including assistance with insurance applications; clarification of eligibility requirements, and appeals assistance if denied
- Provide the consumers with available resources or alternatives to resolve their issue

Workers Compensation: (NRS 616C;NRS 223.570)

- Nevada workers compensation statutes and regulations and processes
- Worker compensation claims processing

Managed Care: (NRS 223.560)

- Health care insurance claims processing
- Benefit coordination and assistance
- Health insurance products
- NV health care insurance laws requirements
- Federal Health Care insurance laws and requirements

Hospital / Provider Billing: (NRS 223.575)

- Hospital Patients' rights and responsibilities, and associated statutes and regulations.
- Hospital billing procedures and practices
- Investigation and recommendation of resolution agreements between billers and consumers.
- Hospital charity policies and procedures.

General Health Care Assistance and access to services (NRS 223.560)

- Application process for Medicaid/Medicare and other public assistance programs;
- Educate consumers regarding eligibility criteria, and application processes and required information and documentation required for public assistance, and Medicare.
- Patient advocacy
- Community relations to build and maintain relationships with community and non-profit entities to acquire necessary services and goods for consumers otherwise unable to attain necessary health care.
- Low cost/no cost medical care alternatives for Nevada residents.

Special Notes: These unclassified positions will be subject to review by the Division of Human Resource Management to determine where in the state's classification system the positions would be placed if they were to move to the classified service. Candidates who have a conflict of interest due to involvement with a health care facility, insurer or provider of health care will not be considered for appointment. A criminal history background check is required and the applicant is responsible for the \$38.50 processing fee plus any additional fees for the rolling of fingerprints.

TO APPLY:

Submit résumé to: Niki Scoffield, Management Analyst III
Nevada Department of Health & Human Services
Office for Consumer Health Assistance
555 E. Washington Avenue, Suite 4800
Las Vegas, NV 89101
Telephone: 702-486-3587
E-mail: nscoffield@govcha.nv.gov

Résumés must include a detailed description of employment history to include name and addresses of employers, scope of responsibility, reasons for leaving, salary history, and professional references.

Résumés will be accepted until February 22, 2016, at 5:00 p.m.