



State of New Jersey
DEPARTMENT OF BANKING AND INSURANCE
OFFICE OF HUMAN RESOURCES

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NOTICE OF VACANCY

STATE-WIDE – OPEN TO THE PUBLIC

POSTING NO.: BIA-2023-008

OPENING DATE: January 19, 2023

TITLE: Consumer Casework Specialist

CLOSING DATE: February 19, 2023

UNIT: New Jersey State-Based Healthcare Exchange

LOCATION: Trenton, NJ

SALARY: \$70,000

OPEN TO: Candidates who meet the requirements specified below, subject to current promotional and hiring restrictions.

BACKGROUND

In June 2019, Governor Phil Murphy signed legislation to establish a State-Based Health Insurance Exchange for New Jersey. This law was enacted with the aim of expanding residents' access to quality, affordable health coverage and care. The Department of Banking & Insurance (DOBI) has implemented the State-Based Health Insurance Exchange, *Get Covered New Jersey* (www.GetCovered.NJ.gov), which launched in November of 2020. A critical function of the State-Based Health Insurance Exchange, a division within the Department, is improving access to health coverage throughout the State.

RESPONSIBILITIES

The Department of Banking and Insurance seeks a qualified candidate to serve as the Consumer Casework Specialist. The Consumer Casework Specialist position will serve a key role in ensuring unique and complex consumer issues can be resolved and communicated effectively. The role will include developing expertise in Get Covered New Jersey eligibility and enrollment policy and operations, and reviewing and resolving complex consumer cases and questions that are escalated from the call center. Responsibilities include:

- Maintain thorough and detailed knowledge of all eligibility and enrollment policies and processes at Get Covered New Jersey related to the application for coverage and financial help.
- Work with the Get Covered New Jersey call center to develop standard operating procedures that allow Customer Service Representatives to directly handle consumer issues.
- Receive and review complex or unique consumer cases that are not able to be addressed by the Get Covered New Jersey call center.
- Address complex or unique consumer cases within applicable eligibility and enrollment rules by discussing the situation with the consumer, determining what resolution is possible, and communicating the solution to the consumer.
- Develop a process for tracking and monitoring consumer cases to ensure that all are addressed within a reasonable timeframe.
- Support appeals for consumer issues that cannot be addressed within the casework processes and track appeals resolution.
- Make changes to consumer applications and enrollment, as appropriate and in coordination with the consumer, to resolve issues and remove roadblocks to coverage.
- Identify common consumer issues and potential policy or process improvements to help avoid similar issues in the future.
- Lead individual or small-team special projects in the casework space.

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- Perform other related duties.

REQUIREMENTS

This position requires:

- Bachelor's degree in a health-related program, including public health or program administration, and 2-4 years' experience working in a related area.
- Knowledge of government health care programs, including Health Insurance Exchanges and Medicaid/CHIP.
- Ability to communicate effectively, both orally and in writing, regarding complex or sensitive information or issues.
- Possess strong communications skills, including the ability to distill and communicate complex Exchange rules to consumers.
- Must be a mission-driven, patient individual with a commitment to teamwork.
- Proficiency in Excel and different ways to track and manage statuses.

The ideal candidate will have:

- Experience working directly with consumers and government applications.

NOTE: Applicants who do not possess the required education may substitute four (4) years of additional nonsupervisory experience of the type indicated in the experience section.

LICENSE: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

RESIDENCY REQUIREMENTS: In accordance with the New Jersey First Act, [*N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)*](#), effective September 1, 2011, newly hired State government employees must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements are subject to removal from employment.

Interested applicants should submit a *letter of interest, resume and three (3) professional references of your current or former supervisors or managers- please only provide references for those to whom you have reported in the workplace and those who have supervised or managed your work. Please provide your references' names, job titles and current contact information, including email addresses. All documents should be submitted in PDF format by February 19, 2023 to: human.resources@dobi.nj.gov. Please include Posting #BIA-2023-008 in the subject line of your email.*

The New Jersey Department of Banking and Insurance provides reasonable accommodations to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the Department's ADA Coordinator, Lisa Clapp, at lisa.clapp@dobi.nj.gov or (609) 940-7337. Determinations on requests for reasonable accommodations will be made on a case-by-case basis.

NOTE: Foreign transcripts must be evaluated by a recognized evaluation service at your expense. Submit a copy of the evaluation with each application that requires a college degree or credits. For additional information, please refer to the Civil Service Commission website at: <http://www.state.nj.us/csc/seekers/about/steps/step2.html>