



Position Title: Health Plan IT Operations Support

Reports To: Health Plan IT Operations Manager

Location: Denver, CO

Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

This is a full-time position is critical to the success of Connect for Health Colorado is its ongoing working relationship with insurance Carriers. Connect for Health Colorado currently works with approximately 11 different Carriers, which provide health and dental coverage for individuals and small groups.

It is the Health Plan IT Operations Support's responsibility to assist Coordinators in managing communications with Carriers to transition EDI operations into production and ensure their smooth operation. This role is a great opportunity to learn the Coordinator's role, with the opportunity to move into the Coordinator position after the ability to perform is demonstrated.

Communication, time management, and technology test experience are essential. Experience in Electronic Data Interchange (EDI) or healthcare technology is strongly desired.

Position Responsibilities:

- Support Carrier Coordinators in their carrier-facing activities
- Testing management around Electronic Data Interchange (EDI)
 - Development and refinement of testing scenarios
 - Reviews, validates, and documents test results
 - Production validation
 - Working with, supporting, and or training of other members in the team for the betterment of the group and the EDI Testing process.
- The Health Plan IT Operations Support is also expected to perform some of the roles of the Coordinator, such as:
 - Validation of integration points with Carriers and transition into production
 - Monitoring file transfers between Carriers and C4 and proactive identification and resolution of issues.
 - Test tracking, reporting and defect diagnosis / investigation
 - Analysis of functional and technical documents and application to testing scenarios
 - Work on a number of projects concurrently. Adjusts schedules to accommodate changing priorities.
 - Performs other duties as assigned.
- Technical support for carriers including:

- Investigation of technical and data issues, including but not limited to EDI production operations, enrollment issues, user interface
 - Working with IT vendors and partners in managing through a resolution
 - Communication back to Carriers
 - Support for technical operations such as:
 - Ongoing data reconciliation
 - Environment, production changes and test data setup
 - Regression testing
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Position Requirements:

Must have:

- Ability to build professional working relations with open communication
- Excellent written and verbal communication skills.
- Proficient knowledge of Microsoft Office Suite is required.
- Ability to work in a fast paced, team oriented environment.
- At least 2 years of work experience in an office environment with operational support responsibilities.

Highly desirable:

- Experience working in highly complex and large multi-tier application testing that is built on technologies such as JAVA, Web-Sphere (presentation layer), DB2 LUW (backend database), middleware (web-services, API calls testing using SOAP UI), backend batch jobs and interfaces.
 - Working experience with healthcare insurance or .gov domain testing EDI (835, 837, and 834, 820) transactions.
 - Ability to analyze and understand functional and technical documents
 - Detailed tracking and reporting skills preferred
 - Administrative use of testing tools such as HP Quality Center (HPQC)
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Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive North
 - Full time contract position; on-site during office hours
 - Work schedule will include some non-traditional hours, weekends and evenings
 - Travel throughout Colorado will occasionally be required, mostly day trips along the Front Range
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To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hire@C4HCO.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
