



Position Title: Health Plan IT Operations Coordinator

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:

Critical to the success of Connect for Health Colorado is its ongoing working relationship with health insurance companies (Carriers). Connect for Health Colorado works with approximately Carriers, which provide health and dental coverage for individuals and small groups.

The Health Plan IT Operations Coordinator is responsible for working independently and as a part of a team to ensure production operations across all Carriers. The team's responsibilities are to transition EDI operations into production, ensure their smooth operation, manage communications / expectations and progress of Connect for Health Colorado's strategic plans with Carriers.

Additionally, the Health Plan IT Operations Coordinator conducts research, coordinates meetings and leads team projects in support of the Health Plan Operations IT Manager as assigned.

Position Responsibilities:

- Builds and maintains strong relationships with Carriers by providing ongoing IT & operational support
- Facilitates webinars and meetings with Carriers and internal/external stakeholders as needed
- Validation of integration points with Carriers and transition into production
- Monitoring file transfers between Carriers and C4 and proactive identification and resolution of issues
- Black box testing conducted via web UI using multiple browser combinations
- Grey box testing (e.g. via SOAP UI)
- Identifies, reports and tracks defects and coordinates next steps for resolution appropriately

- 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
- Testing management around Electronic Data Interchange (EDI) and other carrier-facing activities such as Payment Web Services including:
 - Development and refinement of testing scenarios
 - Manages carriers and vendor partners in testing to meet project timelines
 - 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
- Other duties as assigned

Position Requirements:

Must have:

- Bachelor's Degree, preferably in computer science, mathematics, or other scientific field from an accredited University or equivalent years of experience.
- Experience of vendor management and co-working.
- Project management experience, including development and monitoring of plans with multiple dependencies and resources.
- Test management experience, including development of test scenarios, planning and risk analysis/reduction. Administrative use of testing tools such as HP Quality Center (HPQC).
- Experience of software testing for highly complex software applications and systems.
- Ability to build professional working relations with open communication.
- Excellent written and verbal communication skills.
- Working knowledge of Microsoft Office Suite is required.
- Ability to work in a fast paced, team oriented environment.
- Must be able to analyze and understand functional and technical documents.
- At least 4 years of work experience in the computer field.

Preferred Qualifications:

- 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 government domain testing EDI (835, 837, and 834, 820) transactions.
- Proven reports testing experience on an Oracle Database.
- Experience with EDI Enrollment and Claims transactions and EDI data movement.
- Detailed tracking and reporting skills.

- Knowledge of black box / grey box testing including knowledge of SOAP UI, XML

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the DTC area of Denver, near the intersection of I-25 & I-225
- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position
- On-site during office hours, typically 8am-5pm

To Apply:

Please complete our online application by clicking [HERE](#).

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.
