



Position Title: Regulatory Operations Manager

Reports To: Director of Policy & Stakeholder Operations

Location: Denver, CO

Connect for Health Colorado is a health insurance marketplace and support network for individuals, families and small employers in Colorado. We provide high quality customer assistance by phone and in person and exclusive access to federal financial assistance, based on income, to reduce the cost of health insurance. We are a non-profit entity established by a 2011 state law and our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

The Regulatory Operations Manager is responsible for advising the policy, legal, technology, operations, and communications teams on regulatory implementation that optimizes the customer experience. This position will also work to inform, create, and disseminate operational guidance, external messaging and training content as a result of new legislation and regulations. This role will assist leadership with the development and advancement of the organization's policy agenda and conduct extensive legal and policy research and analysis on major areas of priority to help drive the goals as outlined in the 2017-2020 strategic plan.

Position Responsibilities:

- Lead legal review and analysis of federal and state legislation and regulation.
- Use knowledge of C4HCO systems and operational procedures to assist management in analysis of improvement projects and enhancements.
- Assist with creation and review of eligibility and enrollment system requirements to ensure they comply with all applicable regulations and policies.
- Work with external agencies, including the Colorado Division of Insurance, Colorado Department of Healthcare Policy and Financing, and other state agencies in support of driving Connect for Health Colorado's policy priorities and regulatory implementation.
- Explain and document complex situations to senior leadership, team leaders and external users; prepare presentations that articulate key points.
- Review procedural and informational materials distributed to operations areas and external partners to ensure accurate, updated consistent information is disseminated.
- Conduct legal, regulatory, and policy research and analysis on diverse topics affecting Connect for Health Colorado.
- Present findings and opinions of legal, regulatory, and policy research and analysis to executives, colleagues, stakeholders, and customers.

- Review, compose, and edit policy and procedure documents.
- Support General Counsel with legal matters including institutional compliance, procurement and contracting, audit management, and other duties as assigned.
- Report problems to appropriate persons/departments and follow up for solutions and communicate resolutions.
- Supervise policy operations staff.

Position Requirements:

- Thorough knowledge and understanding of key components Affordable Care Act (ACA), preferably with health insurance exchanges.
- Able to transform complex system issues into insightful and easy to absorb message
- Ability to work in a fast-paced and quickly evolving organization, while managing multiple and complex priorities.
- Ability to work independently, and exercise strong analytical skills and sound judgment in order to make decisions under the circumstances given limited precedent
- Positive team player attitude with excellent verbal and written communication skills
- Two or more years of strong and proven skills in managing multiple, diverse, complex projects; balancing multiple priorities; communicating progress in written or oral form to executives, policy makers, and key partners and stakeholders, including proactive identification, communication and contingency planning when project conflicts arise.
- Demonstrated experience and success in facilitation, collaboration and coordination of all key aspects of successful project management, including development, implementation, and evaluation, demonstrating ability to engage and coordinate key internal and external stakeholders.
- Juris Doctor degree required.

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the Denver Tech Center area, near the intersection of Belleview and I25.
- Work schedule may include some non-traditional hours, weekends and evening events.
- On-site during office hours, typically 8am-5pm
- Travel is infrequent and only in Colorado, but may occasionally be required, mostly day trips along the Front Range (mileage reimbursement available)

Compensation:

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor a package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long term disability and life insurance.

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hiring@ConnectforHealthCO.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.
