



A CELERIAN GROUP COMPANY

GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule FSS Price List

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA Advantage!®. The website for GSA Advantage!® is:

<https://www.GSAAdvantage.gov>.

MULTIPLE AWARD SCHEDULE (MAS)

Contract Number: GS-00F-246DA

For more information on ordering go to the following website: <https://www.gsa.gov/schedules>.

Contract Period: August 3, 2016 through August 2, 2026

Contractor: CGS ADMINISTRATORS, LLC
26 Century Boulevard, Suite 610
Nashville, TN 37214-3683

Business Size: Large Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

Telephone: (615) 782/4532
FAX Number: (615) 782/4420
Web Site: www.cgsadmin.com
E-mail: shannon.happel@cgsadmin.com
Contract Administration: Shannon Happel

Price list current as of Modification PS-0020 effective August 1, 2023

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	SIN Description
541214	Payroll Services
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
54151S	Information Technology Professional Services
54151SSTLOC	
54151HEAL	Health Information Technology Services
54151HEALSTLOC	
561422	Automated Contact Center Solutions (ACCS)
OLM	Order-Level Materials (OLM)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not Applicable

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. See Price List

2. **Maximum Order:** \$250,000.00 (SIN OLM); \$500,000.00 (SINs 54151S, 54151HEAL, 561422); \$1,000,000.00 (SINs 541214, 541611)
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery Area):** Domestic only
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
7. **Quantity discounts:** None Offered
8. **Prompt payment terms:** Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. **Foreign items (list items by country of origin):** None
- 10a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

- 10b. Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 10c. Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 10d. Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
- 11. F.O.B Points(s):** Destination
- 12a. Ordering Address(es):** Same as company address
- 12b. Ordering procedures:** See Federal Acquisition Regulation (FAR) 8.405-3.
- 13. Payment address(es):** Same as company address
- 14. Warranty provision.:** Contractor’s standard commercial warranty.
- 15. Export Packing Charges (if applicable):** N/A
- 16. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 17. Terms and conditions of installation (if applicable):** N/A
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 18b. Terms and conditions for any other services (if applicable):** N/A
- 19. List of service and distribution points (if applicable):** N/A
- 20. List of participating dealers (if applicable):** N/A
- 21. Preventive maintenance (if applicable):** N/A
- 22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services offered and show where full details can be found (e.g., Contractor’s website or other location). ICT accessibility standards can be found at <https://www.section508.gov/>.** N/A
- 23. Unique Entity Identifier (UEI) number:** LLNXG14PXPB3
- 24. Notification regarding registration in System for Award Management (SAM) database:** Registered

Final Pricing:

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

SIN(s)	Labor Category	Site	3/23/23 – 8/2/24	8/3/24 – 8/2/25	8/3/25 – 8/2/26
541611, 541214	ADVOCATE, CUST SVC I	Contractor Facility	\$50.58	\$52.10	\$53.66
541611, 541214	ADVOCATE, CUST SVCII	Contractor Facility	\$66.98	\$68.98	\$71.05
541611, 541214	ANL, OPERATIONS	Contractor Facility	\$92.53	\$95.31	\$98.17
541611, 541214	TECH, COST REPT SR	Contractor Facility	\$73.73	\$75.94	\$78.22
541611, 541214	ADMIN ASSOC I	Contractor Facility	\$55.82	\$57.50	\$59.22
541611, 541214	AUDITOR I	Contractor Facility	\$70.89	\$73.01	\$75.21
541611, 541214	AUDITOR III	Contractor Facility	\$112.99	\$116.38	\$119.87
541611, 541214	ACCOUNTANT I	Contractor Facility	\$71.55	\$73.69	\$75.90
541611, 541214	Processor, Lead Claims	Contractor Facility	\$88.70	\$91.36	\$94.10
541611, 541214	Processor, Claims II	Contractor Facility	\$61.10	\$62.93	\$64.82
541611, 541214	Processor, Claims I	Contractor Facility	\$55.42	\$57.09	\$58.80
541611, 541214	ADVOCATE, CUST SVC I	Customer Facility	\$49.83	\$51.32	\$52.86
541611, 541214	ADVOCATE, CUST SVCII	Customer Facility	\$65.97	\$67.95	\$69.99
541611, 541214	ANL, OPERATIONS	Customer Facility	\$91.14	\$93.88	\$96.69
541611, 541214	TECH, COST REPT SR	Customer Facility	\$72.63	\$74.80	\$77.05
541611, 541214	ADMIN ASSOC I	Customer Facility	\$54.99	\$56.64	\$58.34
541611, 541214	AUDITOR I	Customer Facility	\$69.82	\$71.92	\$74.08
541611, 541214	AUDITOR III	Customer Facility	\$111.29	\$114.63	\$118.07
541611, 541214	ACCOUNTANT I	Customer Facility	\$70.47	\$72.59	\$74.76
541611, 541214	Processor, Lead Claims	Customer Facility	\$87.37	\$89.99	\$92.69
541611, 541214	Processor, Claims II	Customer Facility	\$60.18	\$61.99	\$63.85
541611, 541214	Processor, Claims I	Customer Facility	\$54.59	\$56.23	\$57.92
54151S, 561422	Associate, EDI Operations I	Both	\$53.87	\$55.48	\$57.15
54151S, 561422	Associate, EDI Operations II	Both	\$81.62	\$84.07	\$86.60
54151S, 561422	Associate, EDI Operations III	Both	\$86.53	\$89.13	\$91.80
54151S, 561422	Associate, EDI Operations Lead	Both	\$134.99	\$139.04	\$143.21
54151S, 561422	Administrator, Identity and Access Management	Both	\$81.88	\$84.33	\$86.86
54151S, 561422	Analyst, Senior Identity and Access Management	Both	\$143.92	\$148.24	\$152.69
54151S, 561422	Identity and Access Management Technician	Both	\$66.97	\$68.98	\$71.04
54151S, 561422	Analyst, System Testing I	Both	\$93.40	\$96.20	\$99.09
54151S, 561422	Analyst, IS Security	Both	\$163.16	\$168.06	\$173.10
54151S, 561422	Analyst, Business Systems I	Both	\$114.28	\$117.71	\$121.24

SIN(s)	Labor Category	Site	3/23/23 – 8/2/24	8/3/24 – 8/2/25	8/3/25 – 8/2/26
54151S, 561422	Analyst, Business Systems II	Both	\$125.70	\$129.47	\$133.36
54151S, 561422	Analyst, Business Test I	Both	\$86.53	\$89.13	\$91.80
54151S, 561422	Analyst, Business Test II	Both	\$88.25	\$90.90	\$93.63
54151S, 561422	Analyst, Business I	Both	\$76.72	\$79.03	\$81.40
54151S, 561422	Analyst, Business III	Both	\$114.28	\$117.71	\$121.24
54151S, 561422	Analyst, Lead Business	Both	\$150.55	\$155.06	\$159.72
54151S, 561422	Analyst, Business Operation Systems	Both	\$115.91	\$119.39	\$122.97
54151S, 561422	Analyst, Statistical Programming II	Both	\$103.18	\$106.28	\$109.47
54151S, 561422	Analyst, Statistical Programming III	Both	\$136.16	\$140.25	\$144.45
54151S, 561422	Analyst, Statistical Programming IV	Both	\$164.53	\$169.46	\$174.55
54151S, 561422	Tactical Coordinator	Both	\$107.75	\$110.98	\$114.31
54151S, 561422	Senior Technology Support Specialist	Both	\$90.36	\$93.07	\$95.86
54151S, 561422	Administrator, System Support	Both	\$115.91	\$119.39	\$122.97
54151S, 561422	Administrator, Senior System Support	Both	\$121.13	\$124.76	\$128.50
54151S, 561422	Analyst, Senior System Support	Both	\$193.24	\$199.04	\$205.01
54151S, 561422	Analyst, Database II	Both	\$173.59	\$178.80	\$184.16
54151S, 561422	Data Analyst III	Both	\$130.60	\$134.52	\$138.56
54151S, 561422	Senior IS Security Risk Analyst	Both	\$180.72	\$186.14	\$191.73
54151S, 561422	Junior Developer	Both	\$78.36	\$80.71	\$83.13
54151S, 561422	Lead, Project I	Both	\$130.60	\$134.52	\$138.56
54151S, 561422	Lead, Project II	Both	\$189.37	\$195.05	\$200.90
54151S, 561422	Systems Programmer/Analyst	Both	\$230.80	\$237.72	\$244.86
54151S, 561422	JAVA Developer/Designer II	Both	\$132.72	\$136.70	\$140.80
54151S, 561422	Programmer/Analyst, Applications Development	Both	\$126.84	\$130.65	\$134.57
54151S, 561422	Programmer/Analyst, Senior Applications Development	Both	\$141.61	\$145.85	\$150.23
54151S, 561422	Analyst, Applications Development Systems	Both	\$141.28	\$145.52	\$149.89
54151S, 561422	Analyst, Senior Applications Development Systems	Both	\$193.06	\$198.85	\$204.81
54151S, 561422	Senior Statistician	Both	\$126.16	\$129.95	\$133.85
54151S, 561422	Chief Statistician	Both	\$192.26	\$198.03	\$203.97
54151S, 561422	Manager, IS System Support	Both	\$208.53	\$214.79	\$221.23
54151S, 561422	Manager, Identity/Access Management	Both	\$203.77	\$209.88	\$216.18
54151S, 561422	Manager, Statistics and Research	Both	\$191.79	\$197.54	\$203.47
54151S, 561422	Director, Claims Customer Service	Both	\$184.47	\$190.01	\$195.71

SIN(s)	Labor Category	Site	3/23/23 – 8/2/24	8/3/24 – 8/2/25	8/3/25 – 8/2/26
54151S, 561422	Director, Program	Both	\$262.70	\$270.58	\$278.70
54151S, 561422	Director, IS System Support	Both	\$262.70	\$270.58	\$278.70
54151S, 561422	Director, System Support	Both	\$204.49	\$210.62	\$216.94
54151S, 561422	Officer, System Security	Both	\$221.95	\$228.61	\$235.47
54151S, 561422	Vice President	Both	\$310.16	\$319.47	\$329.05
54151HEAL	Associate, EDI Operations I (HEALTH IT)	Both	\$53.87	\$55.48	\$57.15
54151HEAL	Associate, EDI Operations II (HEALTH IT)	Both	\$81.62	\$84.07	\$86.60
54151HEAL	Associate, EDI Operations III (HEALTH IT)	Both	\$86.53	\$89.13	\$91.80
54151HEAL	Associate, EDI Operations Lead (HEALTH IT)	Both	\$134.99	\$139.04	\$143.21
54151HEAL	Administrator, Identity and Access Management (HEALTH IT)	Both	\$81.88	\$84.33	\$86.86
54151HEAL	Analyst, Senior Identity and Access Management (HEALTH IT)	Both	\$143.92	\$148.24	\$152.69
54151HEAL	Identity and Access Management Technician (HEALTH IT)	Both	\$66.97	\$68.98	\$71.04
54151HEAL	Analyst, System Testing I (HEALTH IT)	Both	\$93.40	\$96.20	\$99.09
54151HEAL	Analyst, IS Security (HEALTH IT)	Both	\$163.16	\$168.06	\$173.10
54151HEAL	Analyst, Business Systems I (HEALTH IT)	Both	\$114.28	\$117.71	\$121.24
54151HEAL	Analyst, Business Systems II (HEALTH IT)	Both	\$125.70	\$129.47	\$133.36
54151HEAL	Analyst, Business Test I (HEALTH IT)	Both	\$86.53	\$89.13	\$91.80
54151HEAL	Analyst, Business Test II (HEALTH IT)	Both	\$88.25	\$90.90	\$93.63
54151HEAL	Analyst, Business I (HEALTH IT)	Both	\$76.72	\$79.03	\$81.40
54151HEAL	Analyst, Business III (HEALTH IT)	Both	\$114.28	\$117.71	\$121.24
54151HEAL	Analyst, Lead Business (HEALTH IT)	Both	\$150.55	\$155.06	\$159.72
54151HEAL	Analyst, Business Operation Systems (HEALTH IT)	Both	\$115.91	\$119.39	\$122.97
54151HEAL	Analyst, Statistical Programming II (HEALTH IT)	Both	\$103.18	\$106.28	\$109.47
54151HEAL	Analyst, Statistical Programming III (HEALTH IT)	Both	\$136.16	\$140.25	\$144.45
54151HEAL	Analyst, Statistical Programming IV (HEALTH IT)	Both	\$164.53	\$169.46	\$174.55
54151HEAL	Tactical Coordinator (HEALTH IT)	Both	\$107.75	\$110.98	\$114.31
54151HEAL	Senior Technology Support Specialist (HEALTH IT)	Both	\$90.36	\$93.07	\$95.86
54151HEAL	Administrator, System Support (HEALTH IT)	Both	\$115.91	\$119.39	\$122.97
54151HEAL	Administrator, Senior System Support (HEALTH IT)	Both	\$121.13	\$124.76	\$128.50
54151HEAL	Analyst, Senior System Support (HEALTH IT)	Both	\$193.24	\$199.04	\$205.01

SIN(s)	Labor Category	Site	3/23/23 – 8/2/24	8/3/24 – 8/2/25	8/3/25 – 8/2/26
	IT)				
54151HEAL	Analyst, Database II (HEALTH IT)	Both	\$173.59	\$178.80	\$184.16
54151HEAL	Data Analyst III (HEALTH IT)	Both	\$130.60	\$134.52	\$138.56
54151HEAL	Senior IS Security Risk Analyst (HEALTH IT)	Both	\$180.72	\$186.14	\$191.73
54151HEAL	Junior Developer (HEALTH IT)	Both	\$78.36	\$80.71	\$83.13
54151HEAL	Lead, Project I (HEALTH IT)	Both	\$130.60	\$134.52	\$138.56
54151HEAL	Lead, Project II (HEALTH IT)	Both	\$189.37	\$195.05	\$200.90
54151HEAL	Systems Programmer/Analyst (HEALTH IT)	Both	\$230.80	\$237.72	\$244.86
54151HEAL	JAVA Developer/Designer II (HEALTH IT)	Both	\$132.72	\$136.70	\$140.80
54151HEAL	Programmer/Analyst, Applications Development (HEALTH IT)	Both	\$126.84	\$130.65	\$134.57
54151HEAL	Programmer/Analyst, Senior Applications Development (HEALTH IT)	Both	\$141.61	\$145.85	\$150.23
54151HEAL	Analyst, Applications Development Systems (HEALTH IT)	Both	\$141.28	\$145.52	\$149.89
54151HEAL	Analyst, Senior Applications Development Systems (HEALTH IT)	Both	\$193.06	\$198.85	\$204.81
54151HEAL	Senior Statistician (HEALTH IT)	Both	\$126.16	\$129.95	\$133.85
54151HEAL	Chief Statistician (HEALTH IT)	Both	\$192.26	\$198.03	\$203.97
54151HEAL	Manager, IS System Support (HEALTH IT)	Both	\$208.53	\$214.79	\$221.23
54151HEAL	Manager, Identity/Access Management (HEALTH IT)	Both	\$203.77	\$209.88	\$216.18
54151HEAL	Manager, Statistics and Research (HEALTH IT)	Both	\$191.79	\$197.54	\$203.47
54151HEAL	Director, Claims Customer Service (HEALTH IT)	Both	\$184.47	\$190.01	\$195.71
54151HEAL	Director, Program (HEALTH IT)	Both	\$262.70	\$270.58	\$278.70
54151HEAL	Director, IS System Support (HEALTH IT)	Both	\$262.70	\$270.58	\$278.70
54151HEAL	Director, System Support (HEALTH IT)	Both	\$204.49	\$210.62	\$216.94
54151HEAL	Officer, System Security (HEALTH IT)	Both	\$221.95	\$228.61	\$235.47
54151HEAL	Vice President (HEALTH IT)	Both	\$310.16	\$319.47	\$329.05
541611, 541214	Administrator, Project	Both	\$105.72	\$108.89	\$112.16
541611, 541214	Analyst, Appeals	Both	\$134.96	\$139.01	\$143.18
541611, 541214	Analyst, Business II	Both	\$105.72	\$108.89	\$112.16
541611, 541214	Analyst, Quality Assurance	Both	\$69.88	\$71.98	\$74.14
541611, 541214	Analyst, Senior Quality Assurance	Both	\$81.46	\$83.90	\$86.42
541611, 541214	Claims Customer Service Advocate II	Both	\$69.88	\$71.98	\$74.14
541611, 541214	Claims Customer Service Advocate III	Both	\$75.43	\$77.69	\$80.02

SIN(s)	Labor Category	Site	3/23/23 – 8/2/24	8/3/24 – 8/2/25	8/3/25 – 8/2/26
541611, 541214	Coordinator, Claims Customer Service	Both	\$81.46	\$83.90	\$86.42
541611, 541214	Director, Claims Customer Service	Both	\$216.55	\$223.05	\$229.74
541611, 541214	Director, Claims Operations	Both	\$200.73	\$206.75	\$212.95
541611, 541214	Manager, Claims Customer Service	Both	\$157.24	\$161.96	\$166.82
541611, 541214	Manager, Claims Operations	Both	\$134.96	\$139.01	\$143.18
541611, 541214	Manager, Customer Service	Both	\$145.68	\$150.05	\$154.55
541611, 541214	Manager, Operations	Both	\$134.96	\$139.01	\$143.18
541611, 541214	Medical Reviewer I	Both	\$97.86	\$100.80	\$103.82
541611, 541214	Medical Reviewer III	Both	\$125.01	\$128.76	\$132.62
541611, 541214	Medical Reviewer Senior	Both	\$134.96	\$139.01	\$143.18
541611, 541214	Processor, Claims I	Both	\$55.52	\$57.18	\$58.90
541611, 541214	Specialist, Appeals	Both	\$75.43	\$77.69	\$80.02
541611, 541214	Specialist, Lead Appeals	Both	\$88.00	\$90.64	\$93.36
541611, 541214	Specialist, Training I	Both	\$88.00	\$90.64	\$93.36
541611, 541214	Supervisor, Claims Customer Service	Both	\$105.72	\$108.89	\$112.16
541611, 541214	Supervisor, Claims Operations	Both	\$105.72	\$108.89	\$112.16
541611, 541214	Supervisor, Customer Service	Both	\$105.72	\$108.89	\$112.16
541611, 541214	Technician, Accounting II	Both	\$69.88	\$71.98	\$74.14
541611, 541214	Technician, Data Preparation Senior	Both	\$59.92	\$61.72	\$63.57

LABOR CATEGORY DESCRIPTIONS

ADVOCATE, CUST SVC I

Functional Responsibilities: Ensures effective customer relations by responding accurately, timely and courteously to telephone, written, web, or walk-in inquiries. Accurately documents inquiries. Initiates or processes adjustments or performs other research as needed to resolve inquiries. Coordinates with other departments to resolve problems. Responds to, researches and/or assists with priority inquiries and special projects as required by management. Provides feedback to management regarding customer problems, questions and needs. Maintains accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follows through on complaints until resolved or reports to management as needed. Maintains basic knowledge of quality work instructions and company policies. Assists with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintains all departmental productivity, quality, and timeliness standards. Identifies and promptly reports and/or refers suspected fraudulent activities and system errors to the appropriate departments.

Minimum Experience: 0 years.

Minimum Education: High School Diploma, Associate Degree preferred.

ADVOCATE, CUST SVCII

Functional Responsibilities: Ensures effective customer relations by responding accurately, timely, and courteously to telephone, written, web, or walk-in inquiries. Handles situations which may require adaptation of response or extensive research. Accurately documents inquiries. Initiates or processes adjustments or performs other research as needed to resolve inquiries. Coordinates with other departments to resolve problems. Responds to, researches and/or assists with priority inquiries and special projects as required by management. Provides feedback to management regarding customer problems, questions and needs. Maintains accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follows through on complaints until resolved or reports to management as needed. Maintains basic knowledge of quality work instructions and company policies. Assists with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintains all departmental productivity, quality, and timeliness standards. Assist with the training of new employees and cross training of coworkers.

Minimum Experience: 1 year claims processing or customer service experience.

Minimum Education: High School Diploma, Associate Degree preferred.

ANL, OPERATIONS

Functional Responsibilities: Evaluates existing procedures and processes to make recommendations for improvement. Monitors reports to assess the impact of performance on key measures. Provides reports and/or analyses of internal performance metric for various projects as well as for individual performance against those metrics. Assists in the implementation and maintenance of systems or processes to include testing. May manage and relay the purpose, scope, and status of each implementation to management. Develops and maintains written procedures within departmental and organizational standards. May document and streamline automated procedures into end-user training material. Conducts workflow and process audits of staff and reference materials as needed. Works with staff and manager to research and document errors, progress, performance or other metrics to assess efficiency. Provides training for new employees and ongoing training as workflow efficiencies are revised. Generates data to prepare reports and maintain databases and/or requests reports on specific statistics in order to analyze trends. Maintains area reports. Quality check records affecting accuracy of reports by researching and testing processes and methods. Maintains close contact with management to provide updates on any issue/projects. Completes special projects and informs management of any trends or changes in statistical reports. May serve as liaison between the department and other internal/external groups.

Minimum Experience: 2 years data analysis or related operations experience.

Minimum Education: Bachelor's Degree.

TECH, COST REPT SR

Functional Responsibilities: Revises and reopens the cost report data files on the automated system incorporating the audit adjustments. Inputs or converts original data files received from providers. Prepares the automated desk review. Completes limited desk reviews and settlements for certain cost reports. Analyzes and determines cost report acceptability to ensure data conforms to contractual guidelines. Prepares data files and submission of cost reporting information system in accordance with contractual requirements. Researches information requests on an ongoing basis. Upon completion submits data to responsible administrator. Completes revision of cost reports to include verification of audit adjustments and preparation of the package deliverables, while ensuring timeliness standards are met. Reconciles data reported in the area's system, which is subsequently reported to the contractor. In addition to the verification process, the reconciliation includes working with audit staff to ensure all performance objectives meet their CMS timeliness standards. Determines acceptability of various cost reports. This includes the acceptance process, rejecting cost reports, and answering provider questions when necessary. Works with vendor and vendor software to ensure that the departments automated software is properly updated. Assists supervisor in completion of other cost report activities such as

weekly/monthly reconciliations, quality management system policies, freedom of information act requests, answering questions about area software, and helping auditors with their procedures.

Minimum Experience: 2 years of cost reporting activities to include in-depth experience with automated cost report software.

Minimum Education: Associate Degree.

ADMIN ASSOC I

Functional Responsibilities: Performs general clerical duties and administrative support including ordering supplies, arranging travel, maintaining calendars, and providing phone coverage for upper management. Maintains area specific reports or presentations. Updates or logs correspondence and/or documents.

Minimum Experience: 1 year office or administrative support experience.

Minimum Education: Associate Degree.

AUDITOR I

Functional Responsibilities: Conducts audits of the financial, management, and administrative procedures of assigned divisions, providers, departments, and various lines of businesses throughout the organization to ensure that procedures are in compliance. Audits include interviewing key personnel, conducting testing, analyzing existing financial and management practices to determine effectiveness, and reviewing relevant documentation to support findings. Develops detailed reports on each audit conducted. Reports include a review of findings and an identification of recommendation to correct any deficiencies and methods for improvement to processes. Conducts special audit studies from management, such as those required to discover mechanical controls for prevention of fraud. Prepares reports of finding and recommendations for management. Assists other auditors in completing their assignments as a means of maximizing audit efficiency and thus reducing lost time and involvement of corporate personnel.

Minimum Experience: 0 years.

Minimum Education: Bachelor's Degree.

AUDITOR III

Functional Responsibilities: Conducts internal and/or external timely operational, financial, and/or compliance audits of divisions, departments, providers, and activities of the corporation. Identifies, documents, and evaluates business risks. Develops written audit programs. Conducts testing and analysis of existing controls to determine adequacy and effectiveness. Prepares written work papers to document testing results and conclusions reached. Documents issues, the causes of those issues, and their effects on the process/function and the corporation. Serves as Lead Auditor on more complex audit assignments. Drafts recommendations to limit risks and improve processes, functions and activities. Writes audit reports for corporate executive management that clearly and effectively convey engagement evaluations, conclusions and recommendations. Collects and analyzes data to detect deficient controls, duplicated effort, fraud, or non-compliance with laws, regulations, and management policies. Develops detailed reports on each audit conducted. Reports include a review of findings and an identification of recommendation to correct any deficiencies and methods for improvement to processes. Examine and evaluate financial and information systems, recommending controls to ensure system reliability and data integrity. Conducts special audit studies from management, such as those required to discover mechanical controls for prevention of fraud. Prepares reports of findings and recommendations for management. Provides training to and assists or leads other auditors in completing their assignments as a means of maximizing audit efficiency and thus reducing lost time and involvement of corporate personnel. Strives to expand knowledge of applicable laws, regulations, program instructions, and technology through self-study, corporate offerings, and formal training programs.

Minimum Experience: 5 years auditing experience.

Minimum Education: Bachelor's Degree, Master's Degree preferred.

ACCOUNTANT I

Functional Responsibilities: Reconciles assigned accounts. Initiates and/or processes general ledger, commissions, and/or journal entries into various accounts. Prepares spreadsheets and/or ensures that entries are entered into the accounting system. Assists coworkers in preparation and/or review of daily activity, monthly, quarterly, and/or annual filings as required by regulatory agencies and/or internal requirements, as well as entries made to various systems. Prepares reports for financial analysis, forecasting, budgeting, trending, and/or results analysis to ensure transactions in the ledger tie to statistical files and/or various financial reports. Performs analysis of financial data to identify problem areas and/or report to management. Maintains accurate general ledger (G/L) accounts. This includes performing monthly, weekly, and/or daily reconciliations. May assist with special projects as assigned by the manager to include coordination between areas, allocation of resources, formulating solutions to problems, providing timely feedback to the manager and/or developing and/or implementing job procedures/controls in accordance with policies.

Minimum Experience: 0 years.

Minimum Education: Bachelor's Degree.

PROCESSOR, CLAIMS I

Functional Responsibilities: Responsible for the accurate and timely processing of claims. Researches and processes claims according to business regulation, internal standards and processing guidelines. Verifies the coding of procedure and diagnosis codes. Resolves system edits, audits and claims errors through research and use of approved references and investigative sources. Coordinates with internal departments to work edits and deferrals, updating the patient identification, other health insurance, provider identification and other files as necessary.

Minimum Experience: 1 year experience in a healthcare or insurance environment.

Minimum Education: High School Diploma or equivalent.

PROCESSOR, CLAIMS II

Functional Responsibilities: Reviews and adjudicates complex or specialty claims. Determines whether to return, deny or pay claims following organizational policies and procedures. Assists in training or mentoring new staff members. Examines and processes complex or specialty claims according to business/contract regulations, internal standards and examining guidelines. Enters claims into the claim system after verification of correct coding of procedures and diagnosis codes. Verifies that claims have been keyed correctly. Ensures that claims are processing according to established quality and production standards. Corrects processing errors by reprocessing, adjusting, and/or recouping claims. Researches and resolves claims edits and deferrals. Performs research on claim problems by utilizing policies, procedures, reference materials, forms and coordinates with various internal support areas. Responds to routine correspondence and completes spreadsheet if applicable.

Minimum Experience: 2 years of processing, researching and adjudicating claims experience.

Minimum Education: High School Diploma or equivalent.

PROCESSOR, CLAIMS LEAD

Functional Responsibilities: Functions as the team lead and subject-matter expert for a claims area. Responsible for creating reports, distributing workload and training new employees. Responds accurately and timely to inquiries from team members, including management, concerning claims processing and other technical issues. Investigates and initiates resolutions to complex claims problems. Trains and assists new employees and unit personnel to ensure consistent application of established guidelines. Identifies issues with procedures and processes and provides feedback to management on changes and development. Serves as liaison with other departments to address claim, system and quality issues. May perform some testing functions and attend/participate in meetings as needed.

Minimum Experience: 4 years of processing, researching and adjudicating claims experience.

Minimum Education: High School Diploma or equivalent.

ASSOCIATE, EDI OPERATIONS I

Functional Responsibilities: Provides telephone support and information via the info call tracking system, managing one or more customer service logs. Ensures timely and accurate completion of requests about electronic data interchange (EDI) products and services, utilizing a relational database for tracking purposes. Maintains expedient and accurate service levels in filling requests for EDI products and services. Supports in set-up of electronic transactions, software, electronic remittances, and support of submitter testing certification. Oversees written and electronic requests relating to EDI. Prepares material for monthly audits and provides support in the audit process. Processes requests/responses received from other areas.

Minimum Experience: 0 years

Minimum Education: Associate Degree in Computer Science, Information Technology, or other job related field

ASSOCIATE, EDI OPERATIONS II

Functional Responsibilities: Provides quality/timely internal/external customer technical support/service for variety of insurance contracts as assigned. This encompasses, but is not limited to, support of communication interfaces/transactions/functions as required by insurance laws (such as support of claims, remit advices, inquiry/response for claims status/eligibility, enrollment, premium payment etc.), support of all current formats/transactions required by law/BCBSSC lines of business. Responsible for the setup of all electronic transactions submission by processing enrollment applications, updating associated system files, and managing customer notification.

Minimum Experience: 2 years of applicable EDI experience

Minimum Education: Associate Degree in Information Systems/Technology, Computer Science, or other job related field. or 2 years of technical operations support experience or other applicable experience.

ASSOCIATE, EDI OPERATIONS III

Functional Responsibilities: Provides technical support to both external/internal customers for all electronic transactions, connectivity and communications interfaces, software support, testing, implementation and product development. facilitates communications between programming staff and contracting organizations to resolve system problems. Manages projects including research and analysis involving various business mandates, system transitions, internal operational procedures improvements and standard system and release testing as needed for new technology. Provides input and assistance and has an integral role in the design and development of new EDI products and services as required by supported contracts. Serves as departmental representative on technical advisory groups and conference workgroups in review/identification/resolution of EDI processing issues for supported contracts. Mentors new/fellow staff members in EDI process/set-up/testing, using all research tools and meeting departmental processing goals. May operate as liaison to assigned contract, any future business partners with regard to all network support activities.

Minimum Experience: 4 years of applicable EDI experience.

Minimum Education: Associate Degree in Information Systems/Technology, Computer Science, or other job related field. or 2 years of technical operations support experience or other applicable experience.

ASSOCIATE, EDI OPERATIONS LEAD

Functional Responsibilities: Handles escalated and complex EDI issues from customers to include researching, analyzing, and resolving problems. Communicates findings to customers. Responsible for project leadership that may involve business mandates relating to EDI issues, training and work instructions for new and existing staff, system and new business transitions, departmental process improvements, standard system testing and support, etc. Develops and presents a variety of routine and AD HOC reports on departmental statistics as requested by management and as needed for customers.

Minimum Experience: 6 years of applicable EDI experience.

Minimum Education: Associate Degree in Information Systems/Technology, Computer Science, or other job related field. or 2 years of technical operations support experience or other applicable experience.

ADMINISTRATOR, IDENTITY and ACCESS MANAGEMENT

Functional Responsibilities: Create, modify, delete, maintain, and monitor system access identification for corporate email system, LAN, enterprise server (RACF) applications and subsystems, remote access, web browsing, and/or application level security databases. Review, verify, and implement security requests. Work with other areas of Information Systems to provide solutions for customers. Dispatch work to security points of contact for completion and/or process break/fix and service severity level requests to meet customer needs. Provide instruction, problem resolution, and follow-up to external customers and internal employees. May train new team members on procedures and problem resolution. Perform system access reviews to ensure compliance with corporate security policies and standards. Participate in related project work as needed such as documentation of work, process implementations and procedure updating. Create and/or review data access reports to research service requests or issues. May also be asked to review reports to ensure compliance with corporate information security policies, standards, guidelines and procedures.

Minimum Experience: 2 years IT technical experience in infrastructure and/or applications.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, SENIOR IDENTITY and ACCESS MANAGEMENT

Functional Responsibilities: Design and configure system access rules and permissions to protect information resources within the enterprise. Provide subject matter expert level assistance for security measures, safeguards, and requirements. Work with System Security Officers and I/S area support groups to address system security issues, audits, reviews, evaluations, standards, and best practices. Ensure compliance within the company, state and federal regulations and ascertain and correct security risks/violations where applicable. Evaluate new information security technology, considering business needs against security concerns. Develop and maintain computer programs used for security monitoring, resolution of any audit findings, daily batch cycle processing, etc. Review, recommend, and implement security system configuration, access rules, and procedures in accordance with company policies, standards, and external customer requirements. Ensure service levels are met and projects are completed within specified time frames. Execute and manage all directives from management in regard to urgent data security issues to include highly visible issues that will be reported to senior management. Mentor, train, and/or assist less experienced staff on system access issues, procedures, and related questions.

Minimum Experience: 6 years IT technical experience in infrastructure and/or applications including 4 years identity/access management experience creating, modifying and deleting user access accounts and permissions.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

IDENTITY and ACCESS MANAGEMENT TECHNICIAN

Functional Responsibilities: Learn to create, modify, delete, maintain, and monitor system access identification for corporate email system, LAN, enterprise server (RACF) applications and subsystems, remote access, web browsing, and/or application level security databases. Assist in the review, verification, and implementation of security requests. Perform system access reviews to ensure compliance with corporate security policies and standards. Participate in related project work as needed such as documentation of work, process implementations and procedure updating. Create and/or review data access reports to research service requests or issues. May also be asked to review reports to ensure compliance with corporate information security policies, standards, guidelines and procedures.

Minimum Experience: 0 years

Minimum Education: Bachelor's degree Computer Science, Information Technology or other job related degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, SYSTEM TESTING I

Functional Responsibilities: Create and execute test cases. During the testing process monitor the system for exceptions and other items requiring post-test attention. Attend project meetings to provide feedback and input for design documents. Serve as liaison between customers and I/S development. Assist customers with questions regarding the testing process, defects, etc. Prepare written reports and analyses, including recommendations. Mentor and provide guidance to testing staff.

Minimum Experience: 3 years of IT experience to include experience developing test plans and/or matrices

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, IS SECURITY

Functional Responsibilities: Responsible for analyzing compliance and technical control validation data to determine and report baseline variance for all applicable technology environments. Interfaces with internal and external audit staff to ensure appropriate and accurate responses to audit queries are satisfied in a timely fashion. Assists in researching and evaluating systems and procedures for the prevention, detection, containment and correction of information security breaches. Assists in advising management and users regarding security procedures and compliance policies. Utilizing technologically advanced software, performs system monitoring evaluations and audits to ensure compliance with the corporate security policies and standards. Prepares and analyzes compliance information to develop mitigation priorities, milestones and audit responses. Participates in the evaluation of products and/or procedures to enhance productivity and effectiveness of information security across the organization. Assists architects and security specialists to ensure adequate security solutions are in place throughout IT systems and platforms to mitigate identified risks sufficiently, and to meet business objectives and regulatory requirements.

Minimum Experience: 4 years of job related technical experience

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, BUSINESS SYSTEMS I

Functional Responsibilities: Elicit and document user requirements to meet a business objective. Identify and validate requirements and organize the information into a logical document that is understood by the customer and Information Systems. Guide both technical and customer departments in the development of the systems that support the business solution. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Validate the business need for solutions to business problems and process improvements.

Minimum Experience: 2 years of IT business analysis experience

Minimum Education: Bachelor's degree in Computer Science, Business Administration, or other job related field. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Business Administration or other job related degree

ANALYST BUSINESS SYSTEMS II

Functional Responsibilities: Elicit and document user requirements to meet a business objective. Identify and validate requirements and organize the information into a logical document that is understood by the customer and Information Systems. Guide both technical and customer departments in the development of the systems that support the business solution. Facilitate the transfer of knowledge about

the direction of the business units to others who support them. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Provide input on the business direction for system changes. Validate the business need for solutions to business problems and process improvements. Assist in the development and documentation of training materials. Mentor or train less experienced staff.

Minimum Experience: 4 years of IT business analysis experience.

Minimum Education: Bachelor's degree in Computer Science, Business Administration, or other job related field. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Business Administration or other job related degree.

ANALYST, BUSINESS TEST I

Functional Responsibilities: Prepares and reviews test data and test matrices for system changes. Develops test matrices to accurately reflect changes and details expected outcome. Executes test cases and evaluates test results for errors. Reports problems through appropriate channels and suggests corrections for a successful implementation. Utilizes internal and external software necessary to support testing and development of skills. Researches and documents system problems and assists in their resolution. Reviews and completes various daily reports to ensure system is performing as expected. Prepares written reports and analysis, including recommendations pertaining to system functionality. Utilizes internal and external applications for technical research of system issues. Functions as a liaison between the production operations areas, other area testers and Information Systems to facilitate communications. In addition, assists customers and testers with issues that arise both in production and during testing.

Minimum Experience: 2 years of experience working in related processing support systems.

Minimum Education: High School Diploma or equivalent.

ANALYST, BUSINESS TEST II

Functional Responsibilities: Reviews projects and change sheets. Attends Scope, Design and Test Plan walkthroughs for major system projects. Coordinates testing and debugging of new or modified software. Creates test matrices, trains, and provides supporting documentation. Analyzes technical documentation to create test plan/matrices and updates statistical reporting software. Develops and executes formal test plans using analytical skills to ensure delivery of quality software applications. Monitors software/ programs implemented to verify that changes to the system's operational process had the desired effect. During the testing process analyzes the system for exceptions and other items requiring posttest attention. Identifies and documents systems problems and works with Information Systems and the production areas on short term and long term solutions. Defines and evaluates quality assurance metrics such as defects, defect counts, test results, and test status. Analyzes test data for accuracy and status to inform customer whether it will enhance current production operations. Creates defect records based on analysis of test results to correct programming deficiencies. Creates statistical information for Information systems and customers in order to track the progress of implementations. Prepares reports and analyses pertaining to testing results and/or production issues, including recommendations for customers on improving operational workflows.

Minimum Experience: 2 years of experience working in related processing support systems. 2 years of system testing or system testing development experience.

Minimum Education: High School Diploma or equivalent.

ANALYST, BUSINESS I

Functional Responsibilities: Obtains a detailed understanding of the major operations and functions in effect within the areas being supported. Reviews basic system enhancements/upgrades to determine applicability of customer file modification requirements. Following clearly defined procedures, assists in facilitating timely and accurate updates to reference files based on customer requests. Documents system problems and assists in their resolution. Reviews and completes various daily reports to ensure system is performing as expected. Prepares written reports and analysis, including recommendations

pertaining to system functionality and testing progress. Prepares and reviews test data, test plans and test matrices for system changes. Develops test matrices to accurately reflect changes and detail expected outcome. Executes test cases and evaluates test results for errors. Reports problems through appropriate channels and suggests corrections for a successful implementation. Under the guidance of an advanced business analyst or manager, learns to define business requirements, perform tests, and may lead small projects. Learns how to prepare and review data for analysis in order to evaluate the activities, performance and systems within a specific area for standards and workflow simplification. Communicates with management and departmental personnel to document workflow procedures. Assists in preparing verbal and written communication about business changes with management or other staff members. Functions as liaison between the operations testers and information systems to facilitate communications. In addition, assists customer testers with issues that arise during projects.

Minimum Experience: 0 years

Minimum Education: Bachelor's degree or 4 years of job related business experience.

ANALYST, BUSINESS III

Functional Responsibilities: Develops detailed test plans and documents test data based on specifications. Conducts testing and relays results. Guides less senior analysts with testing activities. Defines and analyzes quality assurance metrics such as defects, counts, test results and status, to ensure work is free of errors. Participates with other areas on special projects and committees to improve testing quality. Works with other areas to update desk procedures impacted by change sheets/projects. Reviews system enhancements/changes and identifies issues to the standard system and other processing components. Updates and reviews any changes to the reference files. Acts as a facilitator or leader for business/contract mandates and moderate to large projects. Objectively evaluates the activities and systems within specific area for process evaluation and makes recommendations for simplification. Interviews management and department personnel to reevaluate workflow processes. Maintains accurate documentation for external users. Writes procedures and documents customer requirements. Guides coworkers in problem resolution related to documented procedures as well as various systems and/or connectivity issues. May approve or review recommendations from less senior analysts. Prepares verbal and written communication regarding changes, procedures, projects, implementations, etc. Ensures the communication process between the user and the shared system maintainer (s) is positively maintained and occurs on a frequent basis. Attends designated weekly workgroup calls. Completes necessary reporting for analysis using applicable programming, software, and/or reporting tools. Designs user area training as related to operations system changes.

Minimum Experience: 4 years of job related business systems analysis, research and/or customer support experience.

Minimum Education: Bachelor's degree or 4 years of job related experience

ANALYST, LEAD BUSINESS

Functional Responsibilities: In a project leader capacity, directs activities, provides training and guides less experience analysts/support staff. Functions as the project leader for assigned line(s) of business regarding contracts, business mandates, or divisional/department projects assigned by upper management. Approves and/or reviews recommendations from less experienced or new analysts. Provides technical direction/advice for a line(s) of business. Reviews/analyzes new products/services in order to prepare and present recommendations. Participates in joint application development/design and walkthroughs to support the software development lifecycle of internal and shared system developers. Evaluates cost factors associated with cost/benefit analyses. Monitors assigned budgets and updates cost proposals. Coordinates new services and troubleshoots problems. Ensures the communication process between customer(s) and internal staff is positively maintained and frequent. Represents the department in meetings with customers, contractors and other stakeholders for various lines of business to provide technical assistance. Acts as liaison to distribute information. Communicates changes to management and other lines of business to ensure procedures issued to not negatively impact productivity. May analyze requests in order to develop business rules for regression testing for applicable

line of business. Writes test scripts and supervises test environment. Ensures adequate testing results and analyzes results to report possible anomalies. Reviews, coordinates, and assists support staff with testing activities and maintenance requests to ensure changes are implemented without any negative impact. Evaluates processes and provides recommendations to improve departmental procedures. Works with management and departmental personnel to document procedures and provide them to management for adherence to departmental/company quality standards. Performs operational reviews including development of specific observations, evaluation of impacts on procedures, evaluation of performance, and development of recommendations to improve performance (productivity, cost effectiveness, timeliness). Objectively evaluates the activities, performance and systems within a specific area for standards/workflow simplification. Ensures policies, procedures and standard methodologies are used in reviews.

Minimum Experience: 6 years of job related business systems analysis, research, and/or customer support experience.

Minimum Education: Bachelor's degree or 4 years of job related business experience.

ANALYST, BUSINESS OPERATION SYSTEMS

Functional Responsibilities: Researches, analyzes and documents business processes for developing or enhancing Medicare systems. Assists with needs assessments to align operations solutions with government initiatives. Participates in the investigation and resolution of business process analysis problems. Perform testing of applications and enhancements to ensure correct functionality and note defects. Perform Quality reviews of testing results, programming defects and status to ensure consistent and accurate work. Acts as a facilitator or leader for government mandated changes. Develops, executes and documents test plans for Medicare system changes based on specifications and government requirements. Review and report system enhancements, changes, issues and other processing components to the Medicare system support staff. Ensures implemented system enhancements meet government initiatives. Serves as liaison to Medicare system maintainer and ensures the communication process between operations and Medicare system maintainers is positively maintained and occurs as should. Facilitate and/or attend meeting with government representatives, contractors and Medicare system maintainers. Prepares verbal and/or written communication regarding statistics gathered, analysis, changes, projects, and procedures including lessons learned and process improvements.

Minimum Experience: 6 years job related professional business systems analysis, research and/or customer support experience with Medicare systems.

Minimum Education: Bachelor's degree or 4 years job related professional business systems analysis, research and/or customer support experience with Medicare systems.

ANALYST, STATISTICAL PROGRAMMING II

Functional Responsibilities: Designs, codes, maintain and executes simple to complex database programs for the extraction and presentation of data for standard and ad hoc reporting. Utilizes statistical programming tools to identify patterns and trends in data. Assists in sampling design, sample selection, and relevant projections. Performs statistical validations of sampling and related projections. Assists with the preparation of charts, illustrations, other graphics and narrative reports to explain findings. Assists with development of complex statistical analysis, including standard reporting, AD HOC reporting, and data mining tools. Assists with sophisticated data interpretation, compilation, and verification to guide departmental efforts. Provides assistance in development of project plans and system life cycle maintenance, development of change requests and test plans impacting existing databases, and in the research of new sources for data. Verifies data in existing databases and assists in the collection of data and management of existing databases. Creates supporting documentation outlining procedures within scope of responsibility.

Minimum Experience: 2 Years statistical programming or statistical interpretation.

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics, mathematics, computer science, or other job related field.

ANALYST, STATISTICAL PROGRAMMING III

Functional Responsibilities: Develops, maintains, and executes complex database programs for the extraction and presentation of data for standard and ad hoc reporting. Creates supporting documentation outlining all procedures within scope of responsibility. Develops complex sampling design and/or execution methodology for sample selection. Develops difficult statistical analysis using standard reporting, ad hoc reporting, and data mining tools. Provides sophisticated data interpretation, compilation, and verification to guide departmental efforts. Prepares charts, illustrations, and other graphics and narrative reports to identify and explain patterns and trends. Participates in writing of articles suitable for internal/external publication to support departmental efforts. May assume a leadership role in this activity. Provides assistance in development of project plans and system life cycle maintenance, performing quality checks on relational database tables, and in the development of focused end-user applications. With leadership responsibilities as assigned by management, participates in development of change requests and testing plans for changes to existing relational database tables. Researches new sources of data and provides written and/or verbal feedback to management.

Minimum Experience: 4 years statistical programming or statistical interpretation.

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics, mathematics, computer science, or other job related field.

ANALYST, STATISTICAL PROGRAMMING IV

Functional Responsibilities: Leads staff responsible for the design, coding, maintenance, and execution of database programs for the extraction, analysis, and presentation of data for standard and ad hoc reporting. Oversees creation of support documentation outlining procedures for specific projects. Leads the development of sampling design and/or execution of methodology for sample selection. Initiates, designs, codes and executes complex statistical analysis programming and sophisticated statistical interpretation, compilation and verifications to guide departmental efforts. Identifies patterns and trends and prepares charts, illustrations, other graphics, and narrative reports to explain data finds. Responsible for writing and reviewing articles for internal/external publication to support department efforts for various projects as assigned by management. Develops project plans and system life cycle maintenance. Performs quality checks on new and existing relational database tables. With leadership responsibilities as assigned by management, participates in development of change requests/testing plans for changes to relational database tables. Researches new sources of data and provides written and/or verbal feedback to management. Represents management in discussions. Develops focused end-user applications.

Minimum Experience: 6 Years total work experience to include 5 Years statistical programming, 5 years statistical interpretation and at least 1 Year statistical research design. Relational database experience. (may be concurrent).

Minimum Education: Bachelor's or Master's degree Mathematics, Statistics, Computer Science, or other job related field.

TACTICAL COORDINATOR

Functional Responsibilities: Coordinates technical teams for work coming into the area. Monitors teamwork assignments. Ensures the tactical assessment and completion all cross functional work is as efficient, timely and cost effective as possible for assigned teams and work types. Identifies the activities required to define business goals by meeting with Team Leads and Staff of technical teams to obtain details and understanding of processes/objectives. Assists with the development of flowcharts/outlines for process improvement and definitions of assigned work types. Performs ongoing tracking of assigned work types and teams and facilitates communication to ensure work tasks and major milestones are achieved. Identifies and analyzes gaps between flowchart/outline items and the desired state. Makes recommendations to improve productivity, cost effectiveness, and timeliness. Prepares complex and

customized reports for management or staff as it relates to the flow and status of assigned work types through the department with a focus on work involving multiple teams. Identifies the impacts of adjustments that effect the master schedule, budget, productivity etc, of the work efforts, and communicates with area senior personnel and management on these items. Maintains effective relationships with business partners by leading and participating in meetings. Participates in process improvement initiatives, training, and policy and procedure development.

Minimum Experience: 5 years of job related experience in a similarly complex technical organization.

Minimum Education: Bachelor's degree in Computer Science, Business Management or other job related degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Business Administration or other job related degree.

SENIOR TECHNOLOGY SUPPORT SPECIALIST

Functional Responsibilities: Troubleshoot the most advanced and complex end-user problems. Restore technical service and equipment problems by analyzing, identifying and diagnosing abnormal system events and symptoms. Participate in projects from design to implementation. Provide consultation to management on systems and equipment used by various lines of business to access/interact with company computing systems and meet their objectives. Recommend application of personnel to meet short and long term departmental performance goals. Act as a liaison with new business and incorporates their processes. Participate in site moves and changes. Provide training/education to technicians. Assist with quality assurance results and assist technicians with report errors. Train subject matter experts on key systems and applications. Identify and determine root cause. Document and implement procedures and controls for problem prevention. Create and/or approve complex technical solution documents for non-routine problems. Train/Mentor junior level staff and provide assistance and expertise to them on questions and escalated issues. Identify articles for the Knowledge Base. Ensure the Knowledge Base is utilized and kept current. Maintain call tracking database to enhance quality of problem resolutions. Identify training gaps and needs for the area and work with area trainers and/or quality assurance employees to implement improvements. Work with 2nd level support subject matter experts and management to better understand support of critical systems and applications. Document and train technicians on problem resolution using these systems effectively.

Minimum Experience: 4 years of technical help desk experience or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or an Associate Degree in Computer Science, Information Technology or other job related degree OR 2 years of job related work experience plus 2 years of technical help desk experience or other job related experience.

ADMINISTRATOR, SYSTEM SUPPORT

Functional Responsibilities: Perform/Support installation, configuration, administration, implementation, scheduling and/or tuning/modification of applications. Provide support for simple to moderate system/production performance concerns. Collaborate with various internal groups and external vendors to ensure all specifications are met and problems are resolved as they arise. Monitor and report on scheduled batch and online applications for successful/unsuccessful execution. May run necessary system backups. Review and/or create documentation for accuracy, future problems, and company standards. Perform testing responsibilities as needed. Review all abnormal results/issues from previous processing cycles and verify that they have been logged/resolved. Communicate with applications on-call persons to repair applications that ended abnormally. May perform corrective actions whenever possible to fix applications that end abnormally and/or notify appropriate area for resolution. Consult with senior level peers on projects of greater complexity. Participate in work sessions and walkthroughs for quality and production implementations, releases, data conversion projects and/or disaster recovery exercises.

Minimum Experience: 2 years of technical experience with systems analysis, design, and/or programming experience or other job related IT experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ADMINISTRATOR, SENIOR SYSTEM SUPPORT

Functional Responsibilities: Perform/Support installation, configuration, administration, implementation, scheduling and/or tuning/modification of applications. Provide support for moderate to complex system/production performance concerns. Collaborate with various internal groups and external vendors to ensure all specifications are met and problems are resolved as they arise. Assist in analysis of problems/issues. Perform corrective actions whenever possible to fix applications that end abnormally and/or notify technical support for resolution. Communicate with applications on-call persons to repair applications that ended abnormally. Consult with senior level peers on projects of greater complexity. Evaluate system performance in real-time as well as via reports for release related issues. Monitor and report on scheduled batch and online applications for successful/unsuccessful execution. Review all abnormal results/issues to production processing from previous cycles and verify that they have been logged/resolved. May run necessary system backups. Verify Production and Test environments are up and functioning properly. Perform testing responsibilities as need. Review and/or create documentation for accuracy, future problems, and company standards. Participate in work sessions and walkthroughs for quality and production implementations, releases, data conversion projects and/or disaster recovery exercises. Attend implementation meetings to determine impact to system availability and assignment of team resources for these implementations. Look for improvement opportunities in the cycles and in procedures. May create new programs to automate the release process where possible. Assist and provide recommendations in applications enhancement projects.

Minimum Experience: 4 years of technical experience with systems analysis, design, and/or programming experience or other job related IT experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, SENIOR SYSTEM SUPPORT

Functional Responsibilities: Provide expertise regarding the integration of applications across the business. Analyze new/revised processes/change requests from the maintainer and provide review to technical team. Review transition activities, job control language (JCL), schedules, file setup, and cycle issues. Monitor cycle execution, verify cycle testing, and provide backup when needed. Collaborate with various internal groups and external vendors to ensure all specifications are met and problems are resolved as they arise. Develop custom integration solutions. Evaluate interrelationships in complex projects to determine how changes/installations of one program will affect others. Provide enhancement recommendations based on long-term IT organization strategy. Participate in work sessions and walkthroughs for quality and production implementations, releases, data conversion projects and/or disaster recovery exercises. Attend implementation meetings to determine impact to system availability and assignment of team resources for these implementations. Work closely with team members to understand business requirements that drive the analysis and design of quality technical solutions. Act as an internal consultant, advocate, mentor, and change agent. Answer questions for the Production Support team on current system. Assist in training team members regarding new software changes they need to know for supporting active and future workloads. Perform installations, configuration, analysis, scheduling and tuning on the area's most complex projects. Ensure Production and Test environments are up and functioning properly. Perform corrective actions whenever possible to fix applications that end abnormally. Provide leadership and/or oversight on organization-wide projects impacting the area as needed.

Minimum Experience: 8 years of technical experience with systems analysis, design, and/or programming experience or other job related IT experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ANALYST, DATABASE II

Functional Responsibilities: Define data architecture standards for the organization, structure, attributes, and nomenclature of data elements. Design, develop, test, and implement new database objects (tables, views, indexes, databases, etc) and administer existing architectures supported for performance and maintenance related issues. Analyze and recommend best practice steps to prevent potential database issues, such as performance degradation or potential loss of service as well as recommend actions to fix issues when database problems do occur (outages or potential errors). Recommend methods to recover or improve databases to include analysis/review of vendor products. Provide input into complex decisions as they relate to data architecture, infrastructure and/or administration. Consult with information systems areas on database issues and proposed changes. Recommend tuning to databases and queries when they are not performing to customer requirements. Analyze and recommend upgrades to database software and components based on security requirements, new technology, or evolving application system requirements. Analyze and recommend capacity planning (SAN storage) based on captured growth trends and monitoring. Review database environments to ensure they meet security controls and audit requirements; continually mitigate identified risks and vulnerabilities. Ensure recoverability of databases by creating, scheduling and monitoring database backups for dependent systems. Support management on enterprise wide and departmental goals and objectives. Provide education and information on security policies, practices, and awareness programs. May provide estimation on work efforts and recommendations on training plans for less experience staff.

Minimum Experience: 8 years of IT experience including varied database administration experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

DATA ANALYST III

Functional Responsibilities: Generates internal and external reports to support management in determining productivity and efficiencies of programs or operational processes. Revises existing reports and develops new reports based on changing methodologies. Analyzes reports to ensure accuracy and quality. Tracks and verifies all reporting statistics. Communicates and trains employees and managers on the complex database programs used to generate analytical data. Designs, codes, and maintains complex database programs for the extraction and analysis of data to support financial and operational decisions.

Minimum Experience: 2 year degree in Computer Science, Business or related field and 2 years of reporting and data analysis work experience. OR 4 years reporting and data analysis experience.

Minimum Education: Bachelor's degree in Statistics, Computer Science, Mathematics, Business, Healthcare, or other related field.

SENIOR IS SECURITY RISK ANALYST

Functional Responsibilities: Oversee remediation of new and outstanding issues, including Information Security Risk Exception process, across multiple business areas and security frameworks. Utilize tools to track and report on compliance posture. Conduct or lead others in the procedural and operational review of internal IS security compliance standards. Oversee formal risk analysis and self-assessments to determine effectiveness of controls and ensure creation of action plans to remediate identified risks. Identify and champion efficiency improvements related to security, risk and compliance processes. Engage appropriate Client Management areas to facilitate process improvements through formal IS Methodology. Lead the development, implementation and documentation of Information Security policies, procedures, processes and programs to guide IS toward continuous compliance. May conduct or lead

others in the analysis and interpretation of security regulations and controls. Proactively provide strategic consulting to IS functional teams with the development, implementation, monitoring, and reporting of control processes, documentation and compliance routines for moderate to highly complex work efforts. Serve as an interface with external entities for governance and compliance reviews regarding information security risk. Conduct or lead others in the investigation, documentation and resolution of Information Security Incidents. Advises senior management of critical issues that may affect organization. Research emerging security topics, threats and capabilities to create/update policy and governance. Engage appropriate leaders to evaluate and mitigate potential exposure. Promote organizational security awareness by developing security training, Security Council bulletins, security policies, standards and best practices, as well as delivering training to personnel.

Minimum Experience: 8 years of I/T experience including 6 years of IT security, risk assessment and/or compliance experience. Successful completion of BCBSSC I/S Entry Level Training Program (ELTP) may be substituted for 2 years of I/T experience.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology or related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

JUNIOR DEVELOPER

Functional Responsibilities: Under mentorship of experienced programmers, develop, modify, compile, test, document, and maintain simple to moderately complex applications programs. Support the System Development Lifecycle (SDLC) through requirements review, seeking requirement clarification where needed, designing a solution, and developing/programming a solution. Conduct unit testing and support User Acceptance testing through issue resolution, document deployment steps and provide post-implementation issue resolution support.

Minimum Experience: 0 years

Minimum Education: Bachelor's degree Computer Science or other job related degree. or Associate's degree in Computer Science or other job related field plus 2 years of job related IT experience

LEAD, PROJECT I

Functional Responsibilities: Develops and monitors project plans, risk management plans, and project documentation from scope to post implementation. Ensures project documentation and deliverables are complete, on budget, within scope, and in accordance with standards. Identifies items that impact the scope, budget, risk, and resources of the work effort. Monitors resource requirements based on project specifications. Ensures resources are assigned to meet project objectives while managing project hours budgeted. Responsible for the development, execution, and maintenance of project communications. Facilitates effective communications between all parties involved in the project and/or work efforts. This will include meetings, correspondence, status reports and other documentation. Identifies the impact of issues arising from the work efforts and/or resource requirements. Manages the project issues throughout the project life cycle. Communicates the implications of changes to the project scope with appropriate parties. Responsible for ensuring all work efforts have appropriate documentation for audit purposes utilizing project methodology standards in accordance with the ISSM.

Minimum Experience: 3 years IT experience in a leadership capacity on one or more project teams. Completion of the BCBSSC Training Program for Project Management may substitute for one year of work experience.

Minimum Education: Bachelor's Degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in any major.

LEAD, PROJECT II

Functional Responsibilities: Develops and monitors project plans, risk management plans, and project documentation from scope to post implementation. Ensures project documentation and deliverables are complete, on budget, within scope, and in accordance with standards. Identifies items that impact the scope, budget, risk, and resources of the work effort. Monitors resource requirements based on project

specifications. Ensures resources are assigned to meet project objectives while managing project hours budgeted. Responsible for the development, execution, and maintenance of project communications. Facilitates effective communications between all parties involved in the project and/or work efforts. This will include meetings, correspondence, status reports and other documentation. Identifies the impact of issues arising from the work efforts and/or resource requirements. Manages the project issues throughout the project life cycle. Communicates the implications of changes to the project scope with senior management and other appropriate parties. Responsible for ensuring all work efforts have appropriate documentation for audit purposes utilizing project methodology standards in accordance with the ISSM.

Minimum Experience: 5 years IT experience in a leadership capacity, including 2 years experience leading two or more concurrent project teams. Completion of the BCBSSC Training Program for Project Management may substitute for one year of experience.

Minimum Education: Bachelor's Degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in any major.

SYSTEMS PROGRAMMER/ANALYST

Functional Responsibilities: Diagnose, isolate, and debug software problems and perform problem resolution. Identify issues that the vendor is responsible for and refer those issues appropriately. Review and design system software and hardware builds analyzing system options and the impact on the overall systems infrastructure. Develop and document the framework for integration and implementation for changes to technical standards. Coordinate installation, testing, and maintenance of systems software. Schedule system downtime in a way that minimizes user impact. Review customer requests, security patches, and audit requirements for additions or changes to systems, and evaluate feasibility to determine if/how to handle the request while maintaining an adequate/appropriate overall systems infrastructure. To determine if requested changes are possible, review system capabilities, workflow, and scheduling limitations. Provide technical guidance to project team areas as appropriate. May evaluate vendor-supplied software packages and make recommendations to IT management. In coordination with Project Leads and senior level staff, provide input on proposals that could potentially impact systems. Assist in the establishment and implementation of standards and guidelines that guide the design of technology solutions across the enterprise. Provide technical and disaster recovery support for systems software.

Minimum Experience: 8 Years IT experience including extensive systems programming experience

Minimum Education: Bachelor's degree Computer Science, Information Systems, or other job related field or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

JAVA DEVELOPER/DESIGNER II

Functional Responsibilities: Develop functional design and technical specifications, concept diagrams, and work flow diagrams, in coordination with analysts, development, and/or applicable administrative areas, including user interfaces for web applications, maintenance, monitoring, and software builds and releases. Provide system knowledge, perform research, attend meetings, and review documents. Develop coding to implement project designs for new features or new browser-based systems applications, and debugs existing code. Provide post implementation support, including creation of systems enhancements, and instruction to production support team. Research customer issues and determine appropriate resolutions. Provide estimates as to the duration and cost of future projects.

Minimum Experience: 3 Years applications development experience

Minimum Education: Bachelor's degree in Computer Science, Information Systems, or other job related field

PROGRAMMER/ANALYST, APPLICATIONS DEVELOPMENT

Functional Responsibilities: Work closely with analysts and team members to understand business requirements that drive the analysis and design of quality technical solutions. Confer with user representatives to gain an understanding of necessary changes to system. Analyze and evaluate existing

or proposed systems, and devise computer programs, systems and related procedures to process data. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Maintain and modify programs according to specifications. Design, code, implement, maintain and support application software that is delivered on time and within budget. Make recommendations toward the development of new code or reuse of existing code. Assist in the analysis of production system problems and in recommending workable solutions. Assist in component and data architecture design, and performance monitoring. Test modified programs, verify logic, perform any necessary "debugging", and write the documentation.

Minimum Experience: 2 years of application development, systems testing or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

PROGRAMMER/ANALYST, SENIOR APPLICATIONS DEVELOPMENT

Functional Responsibilities: Analyze and evaluate existing or proposed systems, and devise computer programs, systems and related procedures to process data using appropriate systems environment/platform. Document programs/procedures. Evaluate and resolve system programming problems and coordinate implementation of modifications or enhancements. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Analyze and revise system logic. Recommend the development of new code or reuse of existing code. Responsible for designing, coding, testing, implementing, maintaining and supporting application software/programs that are delivered on time and within budget. Work closely with analysts and team members to understand business requirements that drive the analysis and design of quality technical solutions. Participate in component and data architecture design, and performance monitoring.

Minimum Experience: 4 years of application development, systems testing or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ANALYST, APPLICATIONS DEVELOPMENT SYSTEMS

Functional Responsibilities: Produce deliverables related to the assigned project. Perform analysis, design, programming, and implementation of systems and procedures to solve complex business or scientific problems. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Apply conversions and enhancements to business systems. May lead or provide expertise on assigned projects. Work closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. Ensure solutions are aligned with business and IT strategies and comply with the organization's architectural standards. Assist in post-implementation support and system enhancements. Develop design and functional specifications. Make recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy versus build recommendations. Design and develop IT systems. Devise new sources of data and develop new approaches and techniques. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting complex application software that is delivered on time and within budget. Provide guidance to lower level programmers/analysts. Act as an internal consultant by providing technical guidance on complex projects. Determine and resolve problems with other systems analysts, programmers, and systems users. Test designed programs, verify logic, perform any necessary "debugging," and write the documentation.

Minimum Experience: 6 years of application development, systems testing or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ANALYST, SENIOR APPLICATIONS DEVELOPMENT SYSTEMS

Functional Responsibilities: Provide expertise regarding the integration of applications across the business. Conceive, design, and implement structures and programs to business systems software. Act as an internal consultant, advocate, mentor, and change agent providing expertise and technical guidance on complex projects. Work closely with customers, business analysts, and team members to determine business requirements that drive the analysis and design of quality technical solutions. Ensure solutions are aligned with business and IT strategies and comply with the organization's architectural standards. Provide design recommendations based on long-term IT organization strategy. Make recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy versus build recommendations. Perform analysis, design, programming, and implementation on systems and procedures to solve complex business or scientific problems. Develop enterprise-level applications and custom integration solutions. Evaluate complex interrelationships in immediate programming area to determine how changes in one program will affect another related area. Develop programming and development standards. Devise new sources of data and develop new approaches and techniques. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting application software that is delivered on time and within budget. Provide guidance to lower level programmers/analysts. Lead, plan, organize, and/or coordinate complex projects or phases of large projects. Determine and resolve problems with other systems analysts, programmers, and systems users. Test designed programs, verify logic, perform any necessary "debugging," and write the documentation.

Minimum Experience: 8 years of application development, systems testing or other job related experience

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

SENIOR STATISTICIAN

Functional Responsibilities: Analyze claims data and perform statistical calculations using approaches such as longitudinal analysis, mixed effect modeling, logistic regression analyses, and model building techniques. Create and validate statistical samples of overpayment estimation, which includes calculating sample size and determining sample selection methodology. Design new metrics and draw conclusions or make predictions based on the statistical analyses. Communicate results or predictions to management and peers. Prepare statistical data for inclusion in reports to data monitoring committees, federal regulatory agencies, management, or clients. Analyze information and evaluate results to choose the best solution in solving problems. Develop, design or create new ideas, reports, and analyses to solve problems. Create requirements documents for report development. Respond to data requests. Design reports and suggest new methods of data analysis through data mining, exploration, and statistical methodologies. Streamline or automate statistical reports for scaling and replication. Document processes and standards for replication of the final process. Organize, lead, and initiate meetings and tasks related to coordinating data analysis efforts and problem solving. Determine project plans, timelines, or technical objectives for statistical aspects of projects. Provide guidance and direction to statistical programming staff in the design and development of complex data management tools. Review the Provider Integrity Manual and implement technical standards, guidelines, policies, and formal regulations that meet all appropriate requirements. Communicate scientific or technical information to the public, organizations, CMS, or internal audiences through oral briefings, written documents, conferences, or training sessions. Attend conferences and converse with colleagues to keep abreast of methodological or conceptual developments in statistics and Medicare claims review.

Minimum Experience: 6 years statistical interpretation. Relational database experience. (may be concurrent)

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics, Mathematics, or other job related field

CHIEF STATISTICIAN

Functional Responsibilities: Develop predictive models and perform statistical segmentation of providers and procedure codes to identify providers and services that should receive high prioritization for medical review to prevent paying erroneous claims. Coordinate with management to identify, compare, and procure tools used to perform targeted, effective edits, and increase productivity. Submit project charters to executive leadership regarding testing of tools and techniques. Provide guidance and direction to statistical programming staff in the design and development of complex data management tools. Perform statistical analyses of provider Medicare claims to identify anomalies and detect errors, fraud, and the need for education. Responsible for implementing innovative data mining techniques, designing data analysis strategies, creating data analysis and decision making procedures, ensuring quality and developing medical review sampling methodologies to recoup monies that have been erroneously paid. Identify patterns and trends, and prepare charts, illustrations, graphics, and narrative reports to explain data findings. Communicate assumptions, analytical techniques, and statistical results in written reports and publications, and presentations at hearings and approved conferences. Maintain current technical knowledge, and serve as statistical expert to multiple lines of business and external entities. Lead the development of sampling design, and consult to data monitoring committees, federal regulatory agencies, management, or clients on sampling methodologies used to determining overpayment estimates. Provide mentoring and guidance to team members in research and measurement of data and data sources to ensure the proper use of statistics throughout the organization so outcomes may be used for sound decision making.

Minimum Experience: 9 years statistical interpretation including statistical research design. Relational database experience. (may be concurrent)

Minimum Education: Bachelor's or Master's degree Mathematics, Statistics/Biostatistics, or other job related field

MANAGER, IS SYSTEM SUPPORT

Functional Responsibilities: Responsible for recruiting and hiring, coaching and mentoring, monitoring and evaluation, and addressing all disciplinary issues in a timely manner. Encourage staff in creating and maintaining a work environment with high morale and employee satisfaction through support of professional development, training, career growth, and rewarding high performance. Coordinate activities through direct and indirect staff. Participate in budgeting and capital equipment processes and quality improvement activities. Meet scheduled milestones to ensure project/program objectives are met in a timely manner.

Minimum Experience: 7 years of related job IT experience. Prior team lead, supervisor, or management experience OR equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major

MANAGER, IDENTITY/ACCESS MANAGEMENT

Functional Responsibilities: Responsible for recruiting and hiring, coaching and mentoring, monitoring and evaluation, and addressing all disciplinary issues in a timely manner. Encourage staff in creating and maintaining a work environment with high morale and employee satisfaction through support of professional development, training, career growth, and rewarding high performance. Plan, coordinate and implement Identity and Access Management solutions for IT projects that impact infrastructure, application and hosting services. Assign staff to projects and direct/oversee activities to ensure tasks are completed timely and in accordance with project/business requirements. Analyze complex business and information technology processes and workflows associated with security access requests, approval workflows, provisioning, and access reviews. Work with clients, other I/S departments, business units,

and management to determine their needs and develop solutions (strategies, architectures, implementation plans). Implement processes and methods for auditing and addressing non-compliance to information security standards. Research implementation best practices and make recommendations for applications/tools to support audit compliance. Compose business requirements, verify and validate business rules, and design approaches to achieve automation, improved user experience, increased controls, and streamlined processes. Measure and monitor the level of customer service and quality of work produced by the area. Identify opportunities for process improvements and implement changes to ensure a high level of customer service and quality are maintained. Build and maintain strong working relationships with personnel throughout the company and external business partners. Communicate compliance requirements to data and resource owners in a manner that is easy to understand the access controls that need to be implemented and on-going. Monitor budget execution and explain/report variances or overages. Identify and evaluate how changes such as contract awards, loss of business, etc. will affect the area concerning staffing, level of service, etc. Stay apprised of frequently occurring technology changes to provide accurate direction that will increase/improve system reliability, productivity, user experiences and business opportunities.

Minimum Experience: 7 years of job related IT experience. Prior team lead, supervisor, or management experience OR equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major.

MANAGER, STATISTICS and RESEARCH

Functional Responsibilities: Manages the activities of research and analysis staff responsible for complex statistical analysis programming and sophisticated data interpretation to support customer requirements. Maintains effective communication necessary to provide statistical programming and research and analysis support to customers. Develops and maintains management controls to ensure internal/external requirements are met. Reviews and approves simple and complex statistical analysis, including standard reporting, AD HOC reporting, and data mining. Manages staff responsible for performing quality checks on new and existing database tables. Oversees and provides approval for changes to database tables, including development of new data analysis tools, project planning, and system lifecycle maintenance. Reviews monthly budget report(s). Reviews all budget requests prior to director approval. Provides justification for budget variances. Recruits staff, administers salary and personnel policies, completes performance reviews, and ensures staff training needs are met.

Minimum Experience: 5 Years Statistical programming. 5 Years statistical interpretation. 1 Year Statistical research design. 1 Year Supervisory experience OR equivalent military experience in grade E4 or above. (all may be concurrent.)

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics or another job related field plus 9 semester hours of statistics.

DIRECTOR, CLAIMS CUSTOMER SERVICE

Functional Responsibilities: Develops and monitors budget and resources for all assigned areas. Responsible for the selection, training, and development of staff. Ensures excellent customer service is given to employees, customers, management, etc. Identifies system limitations and serves as project leader on system enhancements and updates. Leads and supports achievement of departmental, divisional, and corporate strategic objectives. Collaborates with other functional areas to resolve multifunctional issues. Provides necessary assistance and resources when necessary. Works closely with areas to track performance and develop measures of success. Implements process improvements. Directs customer service, claims processing, and/or appeals staff in ensuring prompt and accurate processing of items and inquiries. Develops and supports strategic initiatives to enhance provider and customer satisfaction.

Minimum Experience: 7 years of healthcare program or customer service experience to include budget management experience including 3 years of management/supervisory experience OR 3 years of equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree

DIRECTOR, PROGRAM

Functional Responsibilities: Mentors and coaches management team on staff management, employee development, addressing performance issues, resource planning, and strategic objectives. Promotes professional growth. Provides guidance and leadership in staff and resource management, team building, and training to ensure organizational effectiveness. Leadership and Direction --- Provides overall program(s) leadership and direction. Establishes program goals and milestones, resolves work effort escalations as necessary. Ensures delivery of program projects in accordance with project commitments. Has full program authority, within the limits of the established budget and company operating policies, to manage and direct assigned project resources and make decisions regarding project direction. Identifies and prioritizes opportunities for utilizing IT to achieve division and corporate goals. Works with Clients to develop and execute strategic direction of IT projects to meet defined business objectives. Define measurements/metrics, staffing needs and Monitoring --- Establishes work plan and staffing for each phase of project; arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Monitors performance to defined Methodology. Responsible for the monitoring of different data management requirements. Program/Project Delivery --- Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Tracks use of processes and methodologies to ensure projects are delivered on time, within budget, adheres to high quality standards, and meets customer expectations. Communications --- Communicates with IT leadership and business leadership on program strategy, direction, changes, and project issues. Provides all program status and issue updates (regarding strategy, direction, risks, issues, changes/impacts, current status) to mid-level and senior management for IT and customer stakeholders. Confers with project personnel to provide technical advice and to resolve problems. Process Improvements --- Makes decisions and recommendations related to common PMO processes and procedures. Facilitates process improvements in order to bring more value to the customers and quality to the products. Participation on various/numerous committees --- Participates in Corporate-wide PMO committees where direction is set for all LOB PMOs.

Minimum Experience: 7 years of job related IT experience. Prior team lead, supervisor, or management experience OR equivalent military experience in grade E4 or above.

Minimum Education: Bachelor's degree-Any Major.

DIRECTOR, IS SYSTEM SUPPORT

Functional Responsibilities: Mentor and coach management team on staff management, employee development, addressing performance issues, resource planning, and strategic objectives. Promote professional growth. Provide guidance and leadership in staff and resource management, team building and training to ensure organizational effectiveness. Actively participate in long-range strategic planning. Manage policy development to address complex business issues. Work with business unit managers and form alliances on projects, operational decisions, and scheduling requirements. Define and develop project management infrastructure. Manage a methodology driven quality plan. Monitor and control the quality of the deliverable, as well as manage the project completion process through customer acceptance.

Minimum Experience: 10+ years of job related IT experience. 3 years of management experience OR 3 years equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major.

DIRECTOR, SYSTEM SUPPORT

Functional Responsibilities: Accountable for directing the testing of standard systems release modifications and their interface with external systems. Provide technical assistance to internal staff and

to contract/business associates. Evaluate and authorize implementation of systems modifications. Maintain contacts and effective relationships with external sources, Prime Contractor, government, providers, etc. Participate in systems workgroups as a company representative. Ensure internal systems files and tables are maintained according to regulations and claims processing procedures. Communicate changes to affected business units. Identify and propose solutions for problems or issues which involve complex systems analysis. Direct, motivate and develop staff. Prepare and manage budget.

Minimum Experience: 10 years of experience including 6 years of systems testing and analysis and either 4 years of management experience OR 4 years of equivalent military experience in grade E4 of above.

Minimum Education: Bachelor's degree

OFFICER, SYSTEM SECURITY

Functional Responsibilities: Mentor and coach management team on staff management, employee development, addressing performance issues, resource planning, and strategic objectives. Promote professional growth. Provide guidance and leadership in staff and resource management, team building and training to ensure organizational effectiveness. Direct the development, maintenance and performance of a comprehensive and thoroughly documented Entity-Wide Security Program that meets business and contract requirements. Make enhancements to the program as requirements are changed. System security program requirements should include, but are not limited to the following:- Assessment, evaluation, and compilation of the corporation's compliance with the Core Security Requirements using the CMS approved methodologies and tools to meet CMS contractor requirements as reflected in the current Business Partner Systems Security Manual (BPSSM).- System security plans and risk assessments for each Major Application and General Support System- A system security compliance certification statement to be included in the Certification Package for Internal Controls (CPIC).- Information Technology Systems Contingency Program.- Corrective Action Plans (CAPs) and Plans of Actions and Milestones (POA&M).- Computer Security Incidence Response Program.- Systems Security Profile. Direct the development and implementation of policies, procedures, controls, and plans needed to ensure the company meets or exceeds regulatory and contractual requirements. Issues addressed by these requirements include, but are not limited, to the following:- Rules of the System and/or Rules of Behavior- Security Awareness Training- Personnel Procedures and Controls- Access controls- Systems and Application Software Controls- Segregation of Duties- Network Infrastructure- Review of Security Controls. Direct and provide for the oversight of a comprehensive and corporate-wide business unit contingency plan. Schedule and periodically coordinate the testing of the business contingency plans. Ensure that the plans adequately address resumption of operations and systems. This position reports known incidents to senior management and applicable information systems/security and standards group(s). Serve as the primary contact point for all external audits and reviews involving systems security and information systems. This includes coordinating on-site visits, written responses to audit findings and the development and follow-up for any corrective action plans and plans of actions and milestones. Provide for the oversight of existing controls to ensure that security features address external requirements. Oversight activities should include, but are not limited to the following:- Violation Reporting, Tracking and Monitoring.- Network Vulnerability Testing to include periodic scans of Firewalls, Servers, Workstations, etc. Scanning schedules should be coordinated with Corporate Security.- Review existing Security Policy semi-annually to ensure that the plan is kept up to date and current.- Review all new applications and changes to existing applications to ensure security controls meet external requirements.- Ensure that the organization's written proposals address security, privacy, and continuity of operations issues required by the potential customer and regulations. This may also involve initiating projects to address customer requirements, responding to customer questions, and perform any follow-up activity to ensure security requirements are addressed. Ensure the organization's privacy efforts meet federal requirements. Coordinate privacy compliance and training for the organization as needed. Participate in investigations involving reports of potential privacy violations. Coordinate response to violations with senior management, compliance, and contractors. Act as primary liaison with contractor's applicable

information systems/security and standards group for all systems security related matters that are communicated via Program Memorandum, Change Request, and Joint Signature Memorandum.
- Review and evaluation of program changes and their effect on systems security and the company.- Responding directly to surveys requested through Joint Signature Memorandums, security safeguard reporting and updating, and POA&M reporting and updating.- Coordination with other federal agencies as needed for systems security efforts. - Budgeting for security related activities. - Provide for the direction and project management of security activities. - Actively pursue a minimum of 40 hours security training per fiscal year in accordance with the terms as found in business/contractual requirements.

Minimum Experience: 10+ years of job related IT experience. 3 years management experience OR 3 years of equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major

VICE PRESIDENT

Functional Responsibilities: Ensures effective and efficient contract performance, to include contractual performance standards, budget goals, cost containment and profit and revenue goals. Maintains effective and productive working relationships with internal and external contracts and/or business units. Directs, motivates and develops staff.

Minimum Experience: 10+ Years Health related or managed care industry work experience. 5 Years Management experience OR equivalent military experience in grade E4 or above(may be concurrent with the ten plus years).

Minimum Education: Bachelor's degree

ASSOCIATE, EDI OPERATIONS I (HEALTH IT)

Functional Responsibilities: Provides telephone support and information via the info call tracking system, managing one or more customer service logs. Ensures timely and accurate completion of requests about electronic data interchange (EDI) products and services, utilizing a relational database for tracking purposes. Maintains expedient and accurate service levels in filling requests for EDI products and services. Supports in set-up of electronic transactions, software, electronic remittances, and support of submitter testing certification. Oversees written and electronic requests relating to EDI. Prepares material for monthly audits and provides support in the audit process. Processes requests/responses received from other areas.

Minimum Experience: 0 years

Minimum Education: Associate Degree in Computer Science, Information Technology, or other job related field

ASSOCIATE, EDI OPERATIONS II (HEALTH IT)

Functional Responsibilities: Provides quality/timely internal/external customer technical support/service for variety of insurance contracts as assigned. This encompasses, but is not limited to, support of communication interfaces/transactions/functions as required by insurance laws (such as support of claims, remit advices, inquiry/response for claims status/eligibility, enrollment, premium payment etc.), support of all current formats/transactions required by law/BCBSSC lines of business.

Responsible for the setup of all electronic transactions submission by processing enrollment applications, updating associated system files, and managing customer notification.

Minimum Experience: 2 years of applicable EDI experience

Minimum Education: Associate Degree in Information Systems/Technology, Computer Science, or other job related field. or 2 years of technical operations support experience or other applicable experience.

ASSOCIATE, EDI OPERATIONS III (HEALTH IT)

Functional Responsibilities: Provides technical support to both external/internal customers for all electronic transactions, connectivity and communications interfaces, software support, testing, implementation and product development. facilitates communications between programming staff and

contracting organizations to resolve system problems. Manages projects including research and analysis involving various business mandates, system transitions, internal operational procedures improvements and standard system and release testing as needed for new technology. Provides input and assistance and has an integral role in the design and development of new EDI products and services as required by supported contracts. Serves as departmental representative on technical advisory groups and conference workgroups in review/identification/resolution of EDI processing issues for supported contracts. Mentors new/fellow staff members in EDI process/set-up/testing, using all research tools and meeting departmental processing goals. May operate as liaison to assigned contract, any future business partners with regard to all network support activities.

Minimum Experience: 4 years of applicable EDI experience.

Minimum Education: Associate Degree in Information Systems/Technology, Computer Science, or other job related field. or 2 years of technical operations support experience or other applicable experience.

ASSOCIATE, EDI OPERATIONS LEAD (HEALTH IT)

Functional Responsibilities: Handles escalated and complex EDI issues from customers to include researching, analyzing, and resolving problems. Communicates findings to customers. Responsible for project leadership that may involve business mandates relating to EDI issues, training and work instructions for new and existing staff, system and new business transitions, departmental process improvements, standard system testing and support, etc. Develops and presents a variety of routine and AD HOC reports on departmental statistics as requested by management and as needed for customers.

Minimum Experience: 6 years of applicable EDI experience.

Minimum Education: Associate Degree in Information Systems/Technology, Computer Science, or other job related field. or 2 years of technical operations support experience or other applicable experience.

ADMINISTRATOR, IDENTITY and ACCESS MANAGEMENT (HEALTH IT)

Functional Responsibilities: Create, modify, delete, maintain, and monitor system access identification for corporate email system, LAN, enterprise server (RACF) applications and subsystems, remote access, web browsing, and/or application level security databases. Review, verify, and implement security requests. Work with other areas of Information Systems to provide solutions for customers. Dispatch work to security points of contact for completion and/or process break/fix and service severity level requests to meet customer needs. Provide instruction, problem resolution, and follow-up to external customers and internal employees. May train new team members on procedures and problem resolution. Perform system access reviews to ensure compliance with corporate security policies and standards. Participate in related project work as needed such as documentation of work, process implementations and procedure updating. Create and/or review data access reports to research service requests or issues. May also be asked to review reports to ensure compliance with corporate information security policies, standards, guidelines and procedures.

Minimum Experience: 2 years IT technical experience in infrastructure and/or applications.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, SENIOR IDENTITY and ACCESS MANAGEMENT (HEALTH IT)

Functional Responsibilities: Design and configure system access rules and permissions to protect information resources within the enterprise. Provide subject matter expert level assistance for security measures, safeguards, and requirements. Work with System Security Officers and I/S area support groups to address system security issues, audits, reviews, evaluations, standards, and best practices. Ensure compliance within the company, state and federal regulations and ascertain and correct security risks/violations where applicable. Evaluate new information security technology, considering business needs against security concerns. Develop and maintain computer programs used for security monitoring, resolution of any audit findings, daily batch cycle processing, etc. Review, recommend, and implement security system configuration, access rules, and procedures in accordance with company policies,

standards, and external customer requirements. Ensure service levels are met and projects are completed within specified time frames. Execute and manage all directives from management in regard to urgent data security issues to include highly visible issues that will be reported to senior management. Mentor, train, and/or assist less experienced staff on system access issues, procedures, and related questions.

Minimum Experience: 6 years IT technical experience in infrastructure and/or applications including 4 years identity/access management experience creating, modifying and deleting user access accounts and permissions.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

IDENTITY and ACCESS MANAGEMENT TECHNICIAN (HEALTH IT)

Functional Responsibilities: Learn to create, modify, delete, maintain, and monitor system access identification for corporate email system, LAN, enterprise server (RACF) applications and subsystems, remote access, web browsing, and/or application level security databases. Assist in the review, verification, and implementation of security requests. Perform system access reviews to ensure compliance with corporate security policies and standards. Participate in related project work as needed such as documentation of work, process implementations and procedure updating. Create and/or review data access reports to research service requests or issues. May also be asked to review reports to ensure compliance with corporate information security policies, standards, guidelines and procedures.

Minimum Experience: 0 years

Minimum Education: Bachelor's degree Computer Science, Information Technology or other job related degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, SYSTEM TESTING I (HEALTH IT)

Functional Responsibilities: Create and execute test cases. During the testing process monitor the system for exceptions and other items requiring post-test attention. Attend project meetings to provide feedback and input for design documents. Serve as liaison between customers and I/S development. Assist customers with questions regarding the testing process, defects, etc. Prepare written reports and analyses, including recommendations. Mentor and provide guidance to testing staff.

Minimum Experience: 3 years of IT experience to include experience developing test plans and/or matrices

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, IS SECURITY (HEALTH IT)

Functional Responsibilities: Responsible for analyzing compliance and technical control validation data to determine and report baseline variance for all applicable technology environments. Interfaces with internal and external audit staff to ensure appropriate and accurate responses to audit queries are satisfied in a timely fashion. Assists in researching and evaluating systems and procedures for the prevention, detection, containment and correction of information security breaches. Assists in advising management and users regarding security procedures and compliance policies. Utilizing technologically advanced software, performs system monitoring evaluations and audits to ensure compliance with the corporate security policies and standards. Prepares and analyzes compliance information to develop mitigation priorities, milestones and audit responses. Participates in the evaluation of products and/or procedures to enhance productivity and effectiveness of information security across the organization. Assists architects and security specialists to ensure adequate security solutions are in place throughout

IT systems and platforms to mitigate identified risks sufficiently, and to meet business objectives and regulatory requirements.

Minimum Experience: 4 years of job related technical experience

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, BUSINESS SYSTEMS I (HEALTH IT)

Functional Responsibilities: Elicit and document user requirements to meet a business objective. Identify and validate requirements and organize the information into a logical document that is understood by the customer and Information Systems. Guide both technical and customer departments in the development of the systems that support the business solution. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Validate the business need for solutions to business problems and process improvements.

Minimum Experience: 2 years of IT business analysis experience

Minimum Education: Bachelor's degree in Computer Science, Business Administration, or other job related field. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Business Administration or other job related degree

ANALYST BUSINESS SYSTEMS II (HEALTH IT)

Functional Responsibilities: Elicit and document user requirements to meet a business objective. Identify and validate requirements and organize the information into a logical document that is understood by the customer and Information Systems. Guide both technical and customer departments in the development of the systems that support the business solution. Facilitate the transfer of knowledge about the direction of the business units to others who support them. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Provide input on the business direction for system changes. Validate the business need for solutions to business problems and process improvements. Assist in the development and documentation of training materials. Mentor or train less experienced staff.

Minimum Experience: 4 years of IT business analysis experience.

Minimum Education: Bachelor's degree in Computer Science, Business Administration, or other job related field. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Business Administration or other job related degree.

ANALYST, BUSINESS TEST I (HEALTH IT)

Functional Responsibilities: Prepares and reviews test data and test matrices for system changes. Develops test matrices to accurately reflect changes and details expected outcome. Executes test cases and evaluates test results for errors. Reports problems through appropriate channels and suggests corrections for a successful implementation. Utilizes internal and external software necessary to support testing and development of skills. Researches and documents system problems and assists in their resolution. Reviews and completes various daily reports to ensure system is performing as expected. Prepares written reports and analysis, including recommendations pertaining to system functionality. Utilizes internal and external applications for technical research of system issues. Functions as a liaison between the production operations areas, other area testers and Information Systems to facilitate communications. In addition, assists customers and testers with issues that arise both in production and during testing.

Minimum Experience: 2 years of experience working in related processing support systems.

Minimum Education: High School Diploma or equivalent.

ANALYST, BUSINESS TEST II (HEALTH IT)

Functional Responsibilities: Reviews projects and change sheets. Attends Scope, Design and Test Plan walkthroughs for major system projects. Coordinates testing and debugging of new or modified software. Creates test matrices, trains, and provides supporting documentation. Analyzes technical documentation to create test plan/matrices and updates statistical reporting software. Develops and executes formal test plans using analytical skills to ensure delivery of quality software applications. Monitors software/ programs implemented to verify that changes to the system's operational process had the desired effect. During the testing process analyzes the system for exceptions and other items requiring posttest attention. Identifies and documents systems problems and works with Information Systems and the production areas on short term and long term solutions. Defines and evaluates quality assurance metrics such as defects, defect counts, test results, and test status. Analyzes test data for accuracy and status to inform customer whether it will enhance current production operations. Creates defect records based on analysis of test results to correct programming deficiencies. Creates statistical information for Information systems and customers in order to track the progress of implementations. Prepares reports and analyses pertaining to testing results and/or production issues, including recommendations for customers on improving operational workflows.

Minimum Experience: 2 years of experience working in related processing support systems. 2 years of system testing or system testing development experience.

Minimum Education: High School Diploma or equivalent.

ANALYST, BUSINESS I (HEALTH IT)

Functional Responsibilities: Obtains a detailed understanding of the major operations and functions in effect within the areas being supported. Reviews basic system enhancements/upgrades to determine applicability of customer file modification requirements. Following clearly defined procedures, assists in facilitating timely and accurate updates to reference files based on customer requests. Documents system problems and assists in their resolution. Reviews and completes various daily reports to ensure system is performing as expected. Prepares written reports and analysis, including recommendations pertaining to system functionality and testing progress. Prepares and reviews test data, test plans and test matrices for system changes. Develops test matrices to accurately reflect changes and detail expected outcome. Executes test cases and evaluates test results for errors. Reports problems through appropriate channels and suggests corrections for a successful implementation. Under the guidance of an advanced business analyst or manager, learns to define business requirements, perform tests, and may lead small projects. Learns how to prepare and review data for analysis in order to evaluate the activities, performance and systems within a specific area for standards and workflow simplification. Communicates with management and departmental personnel to document workflow procedures. Assists in preparing verbal and written communication about business changes with management or other staff members. Functions as liaison between the operations testers and information systems to facilitate communications. In addition, assists customer testers with issues that arise during projects.

Minimum Experience: 0 years

Minimum Education: Bachelor's degree or 4 years of job related business experience.

ANALYST, BUSINESS III (HEALTH IT)

Functional Responsibilities: Develops detailed test plans and documents test data based on specifications. Conducts testing and relays results. Guides less senior analysts with testing activities. Defines and analyzes quality assurance metrics such as defects, counts, test results and status, to ensure work is free of errors. Participates with other areas on special projects and committees to improve testing quality. Works with other areas to update desk procedures impacted by change sheets/projects. Reviews system enhancements/changes and identifies issues to the standard system and other processing components. Updates and reviews any changes to the reference files. Acts as a facilitator or leader for business/contract mandates and moderate to large projects. Objectively evaluates the activities and systems within specific area for process evaluation and makes recommendations for simplification. Interviews management and department personnel to reevaluate workflow processes. Maintains accurate documentation for external users. Writes procedures and documents customer requirements. Guides

coworkers in problem resolution related to documented procedures as well as various systems and/or connectivity issues. May approve or review recommendations from less senior analysts. Prepares verbal and written communication regarding changes, procedures, projects, implementations, etc. Ensures the communication process between the user and the shared system maintainer (s) is positively maintained and occurs on a frequent basis. Attends designated weekly workgroup calls. Completes necessary reporting for analysis using applicable programming, software, and/or reporting tools. Designs user area training as related to operations system changes.

Minimum Experience: 4 years of job related business systems analysis, research and/or customer support experience.

Minimum Education: Bachelor's degree or 4 years of job related experience

ANALYST, LEAD BUSINESS (HEALTH IT)

Functional Responsibilities: In a project leader capacity, directs activities, provides training and guides less experience analysts/support staff. Functions as the project leader for assigned line(s) of business regarding contracts, business mandates, or divisional/department projects assigned by upper management. Approves and/or reviews recommendations from less experienced or new analysts. Provides technical direction/advice for a line(s) of business. Reviews/analyzes new products/services in order to prepare and present recommendations. Participates in joint application development/design and walkthroughs to support the software development lifecycle of internal and shared system developers. Evaluates cost factors associated with cost/benefit analyses. Monitors assigned budgets and updates cost proposals. Coordinates new services and troubleshoots problems. Ensures the communication process between customer(s) and internal staff is positively maintained and frequent. Represents the department in meetings with customers, contractors and other stakeholders for various lines of business to provide technical assistance. Acts as liaison to distribute information. Communicates changes to management and other lines of business to ensure procedures issued to not negatively impact productivity. May analyze requests in order to develop business rules for regression testing for applicable line of business. Writes test scripts and supervises test environment. Ensures adequate testing results and analyzes results to report possible anomalies. Reviews, coordinates, and assists support staff with testing activities and maintenance requests to ensure changes are implemented without any negative impact. Evaluates processes and provides recommendations to improve departmental procedures. Works with management and departmental personnel to document procedures and provide them to management for adherence to departmental/company quality standards. Performs operational reviews including development of specific observations, evaluation of impacts on procedures, evaluation of performance, and development of recommendations to improve performance (productivity, cost effectiveness, timeliness). Objectively evaluates the activities, performance and systems within a specific area for standards/workflow simplification. Ensures policies, procedures and standard methodologies are used in reviews.

Minimum Experience: 6 years of job related business systems analysis, research, and/or customer support experience.

Minimum Education: Bachelor's degree or 4 years of job related business experience.

ANALYST, BUSINESS OPERATION SYSTEMS (HEALTH IT)

Functional Responsibilities: Researches, analyzes and documents business processes for developing or enhancing Medicare systems. Assists with needs assessments to align operations solutions with government initiatives. Participates in the investigation and resolution of business process analysis problems. Perform testing of applications and enhancements to ensure correct functionality and note defects. Perform Quality reviews of testing results, programming defects and status to ensure consistent and accurate work. Acts as a facilitator or leader for government mandated changes. Develops, executes and documents test plans for Medicare system changes based on specifications and government requirements. Review and report system enhancements, changes, issues and other processing components to the Medicare system support staff. Ensures implemented system enhancements meet government initiatives. Serves as liaison to Medicare system maintainer and ensures the communication

process between operations and Medicare system maintainers is positively maintained and occurs as should. Facilitate and/or attend meeting with government representatives, contractors and Medicare system maintainers. Prepares verbal and/or written communication regarding statistics gathered, analysis, changes, projects, and procedures including lessons learned and process improvements.

Minimum Experience: 6 years job related professional business systems analysis, research and/or customer support experience with Medicare systems.

Minimum Education: Bachelor's degree or 4 years job related professional business systems analysis, research and/or customer support experience with Medicare systems.

ANALYST, STATISTICAL PROGRAMMING II (HEALTH IT)

Functional Responsibilities: Designs, codes, maintain and executes simple to complex database programs for the extraction and presentation of data for standard and ad hoc reporting. Utilizes statistical programming tools to identify patterns and trends in data. Assists in sampling design, sample selection, and relevant projections. Performs statistical validations of sampling and related projections. Assists with the preparation of charts, illustrations, other graphics and narrative reports to explain findings. Assists with development of complex statistical analysis, including standard reporting, AD HOC reporting, and data mining tools. Assists with sophisticated data interpretation, compilation, and verification to guide departmental efforts. Provides assistance in development of project plans and system life cycle maintenance, development of change requests and test plans impacting existing databases, and in the research of new sources for data. Verifies data in existing databases and assists in the collection of data and management of existing databases. Creates supporting documentation outlining procedures within scope of responsibility.

Minimum Experience: 2 Years statistical programming or statistical interpretation.

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics, mathematics, computer science, or other job related field.

ANALYST, STATISTICAL PROGRAMMING III (HEALTH IT)

Functional Responsibilities: Develops, maintains, and executes complex database programs for the extraction and presentation of data for standard and ad hoc reporting. Creates supporting documentation outlining all procedures within scope of responsibility. Develops complex sampling design and/or execution methodology for sample selection. Develops difficult statistical analysis using standard reporting, ad hoc reporting, and data mining tools. Provides sophisticated data interpretation, compilation, and verification to guide departmental efforts. Prepares charts, illustrations, and other graphics and narrative reports to identify and explain patterns and trends. Participates in writing of articles suitable for internal/external publication to support departmental efforts. May assume a leadership role in this activity. Provides assistance in development of project plans and system life cycle maintenance, performing quality checks on relational database tables, and in the development of focused end-user applications. With leadership responsibilities as assigned by management, participates in development of change requests and testing plans for changes to existing relational database tables. Researches new sources of data and provides written and/or verbal feedback to management.

Minimum Experience: 4 years statistical programming or statistical interpretation.

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics, mathematics, computer science, or other job related field.

ANALYST, STATISTICAL PROGRAMMING IV (HEALTH IT)

Functional Responsibilities: Leads staff responsible for the design, coding, maintenance, and execution of database programs for the extraction, analysis, and presentation of data for standard and ad hoc reporting. Oversees creation of support documentation outlining procedures for specific projects. Leads the development of sampling design and/or execution of methodology for sample selection. Initiates, designs, codes and executes complex statistical analysis programming and sophisticated statistical interpretation, compilation and verifications to guide departmental efforts. Identifies patterns and trends and prepares charts, illustrations, other graphics, and narrative reports to explain data finds.

Responsible for writing and reviewing articles for internal/external publication to support department efforts for various projects as assigned by management. Develops project plans and system life cycle maintenance. Performs quality checks on new and existing relational database tables. With leadership responsibilities as assigned by management, participates in development of change requests/testing plans for changes to relational database tables. Researches new sources of data and provides written and/or verbal feedback to management. Represents management in discussions. Develops focused end-user applications.

Minimum Experience: 6 Years total work experience to include 5 Years statistical programming, 5 years statistical interpretation and at least 1 Year statistical research design. Relational database experience. (may be concurrent).

Minimum Education: Bachelor's or Master's degree Mathematics, Statistics, Computer Science, or other job related field.

TACTICAL COORDINATOR (HEALTH IT)

Functional Responsibilities: Coordinates technical teams for work coming into the area. Monitors teamwork assignments. Ensures the tactical assessment and completion all cross functional work is as efficient, timely and cost effective as possible for assigned teams and work types. Identifies the activities required to define business goals by meeting with Team Leads and Staff of technical teams to obtain details and understanding of processes/objectives. Assists with the development of flowcharts/outlines for process improvement and definitions of assigned work types. Performs ongoing tracking of assigned work types and teams and facilitates communication to ensure work tasks and major milestones are achieved. Identifies and analyzes gaps between flowchart/outline items and the desired state. Makes recommendations to improve productivity, cost effectiveness, and timeliness. Prepares complex and customized reports for management or staff as it relates to the flow and status of assigned work types through the department with a focus on work involving multiple teams. Identifies the impacts of adjustments that effect the master schedule, budget, productivity etc, of the work efforts, and communicates with area senior personnel and management on these items. Maintains effective relationships with business partners by leading and participating in meetings. Participates in process improvement initiatives, training, and policy and procedure development.

Minimum Experience: 5 years of job related experience in a similarly complex technical organization.

Minimum Education: Bachelor's degree in Computer Science, Business Management or other job related degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Business Administration or other job related degree.

SENIOR TECHNOLOGY SUPPORT SPECIALIST (HEALTH IT)

Functional Responsibilities: Troubleshoot the most advanced and complex end-user problems. Restore technical service and equipment problems by analyzing, identifying and diagnosing abnormal system events and symptoms. Participate in projects from design to implementation. Provide consultation to management on systems and equipment used by various lines of business to access/interact with company computing systems and meet their objectives. Recommend application of personnel to meet short and long term departmental performance goals. Act as a liaison with new business and incorporates their processes. Participate in site moves and changes. Provide training/education to technicians. Assist with quality assurance results and assist technicians with report errors. Train subject matter experts on key systems and applications. Identify and determine root cause. Document and implement procedures and controls for problem prevention. Create and/or approve complex technical solution documents for non-routine problems. Train/Mentor junior level staff and provide assistance and expertise to them on questions and escalated issues. Identify articles for the Knowledge Base. Ensure the Knowledge Base is utilized and kept current. Maintain call tracking database to enhance quality of problem resolutions. Identify training gaps and needs for the area and work with area trainers and/or quality assurance employees to implement improvements. Work with 2nd level support subject matter experts and

management to better understand support of critical systems and applications. Document and train technicians on problem resolution using these systems effectively.

Minimum Experience: 4 years of technical help desk experience or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or an Associate Degree in Computer Science, Information Technology or other job related degree OR 2 years of job related work experience plus 2 years of technical help desk experience or other job related experience.

ADMINISTRATOR, SYSTEM SUPPORT (HEALTH IT)

Functional Responsibilities: Perform/Support installation, configuration, administration, implementation, scheduling and/or tuning/modification of applications. Provide support for simple to moderate system/production performance concerns. Collaborate with various internal groups and external vendors to ensure all specifications are met and problems are resolved as they arise. Monitor and report on scheduled batch and online applications for successful/unsuccessful execution. May run necessary system backups. Review and/or create documentation for accuracy, future problems, and company standards. Perform testing responsibilities as needed. Review all abnormal results/issues from previous processing cycles and verify that they have been logged/resolved. Communicate with applications on-call persons to repair applications that ended abnormally. May perform corrective actions whenever possible to fix applications that end abnormally and/or notify appropriate area for resolution. Consult with senior level peers on projects of greater complexity. Participate in work sessions and walkthroughs for quality and production implementations, releases, data conversion projects and/or disaster recovery exercises.

Minimum Experience: 2 years of technical experience with systems analysis, design, and/or programming experience or other job related IT experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ADMINISTRATOR, SENIOR SYSTEM SUPPORT (HEALTH IT)

Functional Responsibilities: Perform/Support installation, configuration, administration, implementation, scheduling and/or tuning/modification of applications. Provide support for moderate to complex system/production performance concerns. Collaborate with various internal groups and external vendors to ensure all specifications are met and problems are resolved as they arise. Assist in analysis of problems/issues. Perform corrective actions whenever possible to fix applications that end abnormally and/or notify technical support for resolution. Communicate with applications on-call persons to repair applications that ended abnormally. Consult with senior level peers on projects of greater complexity. Evaluate system performance in real-time as well as via reports for release related issues. Monitor and report on scheduled batch and online applications for successful/unsuccessful execution. Review all abnormal results/issues to production processing from previous cycles and verify that they have been logged/resolved. May run necessary system backups. Verify Production and Test environments are up and functioning properly. Perform testing responsibilities as need. Review and/or create documentation for accuracy, future problems, and company standards. Participate in work sessions and walkthroughs for quality and production implementations, releases, data conversion projects and/or disaster recovery exercises. Attend implementation meetings to determine impact to system availability and assignment of team resources for these implementations. Look for improvement opportunities in the cycles and in procedures. May create new programs to automate the release process where possible. Assist and provide recommendations in applications enhancement projects.

Minimum Experience: 4 years of technical experience with systems analysis, design, and/or programming experience or other job related IT experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree

ANALYST, SENIOR SYSTEM SUPPORT (HEALTH IT)

Functional Responsibilities: Provide expertise regarding the integration of applications across the business. Analyze new/revised processes/change requests from the maintainer and provide review to technical team. Review transition activities, job control language (JCL), schedules, file setup, and cycle issues. Monitor cycle execution, verify cycle testing, and provide backup when needed. Collaborate with various internal groups and external vendors to ensure all specifications are met and problems are resolved as they arise. Develop custom integration solutions. Evaluate interrelationships in complex projects to determine how changes/installations of one program will affect others. Provide enhancement recommendations based on long-term IT organization strategy. Participate in work sessions and walkthroughs for quality and production implementations, releases, data conversion projects and/or disaster recovery exercises. Attend implementation meetings to determine impact to system availability and assignment of team resources for these implementations. Work closely with team members to understand business requirements that drive the analysis and design of quality technical solutions. Act as an internal consultant, advocate, mentor, and change agent. Answer questions for the Production Support team on current system. Assist in training team members regarding new software changes they need to know for supporting active and future workloads. Perform installations, configuration, analysis, scheduling and tuning on the area's most complex projects. Ensure Production and Test environments are up and functioning properly. Perform corrective actions whenever possible to fix applications that end abnormally. Provide leadership and/or oversight on organization-wide projects impacting the area as needed.

Minimum Experience: 8 years of technical experience with systems analysis, design, and/or programming experience or other job related IT experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ANALYST, DATABASE II (HEALTH IT)

Functional Responsibilities: Define data architecture standards for the organization, structure, attributes, and nomenclature of data elements. Design, develop, test, and implement new database objects (tables, views, indexes, databases, etc) and administer existing architectures supported for performance and maintenance related issues. Analyze and recommend best practice steps to prevent potential database issues, such as performance degradation or potential loss of service as well as recommend actions to fix issues when database problems do occur (outages or potential errors). Recommend methods to recover or improve databases to include analysis/review of vendor products. Provide input into complex decisions as they relate to data architecture, infrastructure and/or administration. Consult with information systems areas on database issues and proposed changes. Recommend tuning to databases and queries when they are not performing to customer requirements. Analyze and recommend upgrades to database software and components based on security requirements, new technology, or evolving application system requirements. Analyze and recommend capacity planning (SAN storage) based on captured growth trends and monitoring. Review database environments to ensure they meet security controls and audit requirements; continually mitigate identified risks and vulnerabilities. Ensure recoverability of databases by creating, scheduling and monitoring database backups for dependent systems. Support management on enterprise wide and departmental goals and objectives. Provide education and information on security policies, practices, and awareness programs. May provide estimation on work efforts and recommendations on training plans for less experience staff.

Minimum Experience: 8 years of IT experience including varied database administration experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

DATA ANALYST III (HEALTH IT)

Functional Responsibilities: Generates internal and external reports to support management in determining productivity and efficiencies of programs or operational processes. Revises existing reports and develops new reports based on changing methodologies. Analyzes reports to ensure accuracy and quality. Tracks and verifies all reporting statistics. Communicates and trains employees and managers on the complex database programs used to generate analytical data. Designs, codes, and maintains complex database programs for the extraction and analysis of data to support financial and operational decisions.

Minimum Experience: 2 year degree in Computer Science, Business or related field and 2 years of reporting and data analysis work experience. OR 4 years reporting and data analysis experience.

Minimum Education: Bachelor's degree in Statistics, Computer Science, Mathematics, Business, Healthcare, or other related field.

SENIOR IS SECURITY RISK ANALYST (HEALTH IT)

Functional Responsibilities: Oversee remediation of new and outstanding issues, including Information Security Risk Exception process, across multiple business areas and security frameworks. Utilize tools to track and report on compliance posture. Conduct or lead others in the procedural and operational review of internal IS security compliance standards. Oversee formal risk analysis and self-assessments to determine effectiveness of controls and ensure creation of action plans to remediate identified risks. Identify and champion efficiency improvements related to security, risk and compliance processes. Engage appropriate Client Management areas to facilitate process improvements through formal IS Methodology. Lead the development, implementation and documentation of Information Security policies, procedures, processes and programs to guide IS toward continuous compliance. May conduct or lead others in the analysis and interpretation of security regulations and controls. Proactively provide strategic consulting to IS functional teams with the development, implementation, monitoring, and reporting of control processes, documentation and compliance routines for moderate to highly complex work efforts. Serve as an interface with external entities for governance and compliance reviews regarding information security risk. Conduct or lead others in the investigation, documentation and resolution of Information Security Incidents. Advises senior management of critical issues that may affect organization. Research emerging security topics, threats and capabilities to create/update policy and governance. Engage appropriate leaders to evaluate and mitigate potential exposure. Promote organizational security awareness by developing security training, Security Council bulletins, security policies, standards and best practices, as well as delivering training to personnel.

Minimum Experience: 8 years of I/T experience including 6 years of IT security, risk assessment and/or compliance experience. Successful completion of BCBSSC I/S Entry Level Training Program (ELTP) may be substituted for 2 years of I/T experience.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology or related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

JUNIOR DEVELOPER (HEALTH IT)

Functional Responsibilities: Under mentorship of experienced programmers, develop, modify, compile, test, document, and maintain simple to moderately complex applications programs. Support the System Development Lifecycle (SDLC) through requirements review, seeking requirement clarification where needed, designing a solution, and developing/programming a solution. Conduct unit testing and support User Acceptance testing through issue resolution, document deployment steps and provide post-implementation issue resolution support.

Minimum Experience: 0 years

Minimum Education: Bachelor's degree Computer Science or other job related degree. or Associate's degree in Computer Science or other job related field plus 2 years of job related IT experience

LEAD, PROJECT I (HEALTH IT)

Functional Responsibilities: Develops and monitors project plans, risk management plans, and project documentation from scope to post implementation. Ensures project documentation and deliverables are complete, on budget, within scope, and in accordance with standards. Identifies items that impact the scope, budget, risk, and resources of the work effort. Monitors resource requirements based on project specifications. Ensures resources are assigned to meet project objectives while managing project hours budgeted. Responsible for the development, execution, and maintenance of project communications. Facilitates effective communications between all parties involved in the project and/or work efforts. This will include meetings, correspondence, status reports and other documentation. Identifies the impact of issues arising from the work efforts and/or resource requirements. Manages the project issues throughout the project life cycle. Communicates the implications of changes to the project scope with appropriate parties. Responsible for ensuring all work efforts have appropriate documentation for audit purposes utilizing project methodology standards in accordance with the ISSM.

Minimum Experience: 3 years IT experience in a leadership capacity on one or more project teams. Completion of the BCBSSC Training Program for Project Management may substitute for one year of work experience.

Minimum Education: Bachelor's Degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in any major.

LEAD, PROJECT II (HEALTH IT)

Functional Responsibilities: Develops and monitors project plans, risk management plans, and project documentation from scope to post implementation. Ensures project documentation and deliverables are complete, on budget, within scope, and in accordance with standards. Identifies items that impact the scope, budget, risk, and resources of the work effort. Monitors resource requirements based on project specifications. Ensures resources are assigned to meet project objectives while managing project hours budgeted. Responsible for the development, execution, and maintenance of project communications. Facilitates effective communications between all parties involved in the project and/or work efforts. This will include meetings, correspondence, status reports and other documentation. Identifies the impact of issues arising from the work efforts and/or resource requirements. Manages the project issues throughout the project life cycle. Communicates the implications of changes to the project scope with senior management and other appropriate parties. Responsible for ensuring all work efforts have appropriate documentation for audit purposes utilizing project methodology standards in accordance with the ISSM.

Minimum Experience: 5 years IT experience in a leadership capacity, including 2 years experience leading two or more concurrent project teams. Completion of the BCBSSC Training Program for Project Management may substitute for one year of experience.

Minimum Education: Bachelor's Degree or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in any major.

SYSTEMS PROGRAMMER/ANALYST (HEALTH IT)

Functional Responsibilities: Diagnose, isolate, and debug software problems and perform problem resolution. Identify issues that the vendor is responsible for and refer those issues appropriately. Review and design system software and hardware builds analyzing system options and the impact on the overall systems infrastructure. Develop and document the framework for integration and implementation for changes to technical standards. Coordinate installation, testing, and maintenance of systems software. Schedule system downtime in a way that minimizes user impact. Review customer requests, security patches, and audit requirements for additions or changes to systems, and evaluate feasibility to determine if/how to handle the request while maintaining an adequate/appropriate overall systems infrastructure. To determine if requested changes are possible, review system capabilities, workflow, and scheduling limitations. Provide technical guidance to project team areas as appropriate. May evaluate vendor-supplied software packages and make recommendations to IT management. In coordination with Project Leads and senior level staff, provide input on proposals that could potentially impact systems. Assist in the establishment and implementation of standards and guidelines that guide the design of technology solutions across the enterprise. Provide technical and disaster recovery support for systems software.

Minimum Experience: 8 Years IT experience including extensive systems programming experience

Minimum Education: Bachelor's degree Computer Science, Information Systems, or other job related field or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

JAVA DEVELOPER/DESIGNER II (HEALTH IT)

Functional Responsibilities: Develop functional design and technical specifications, concept diagrams, and work flow diagrams, in coordination with analysts, development, and/or applicable administrative areas, including user interfaces for web applications, maintenance, monitoring, and software builds and releases. Provide system knowledge, perform research, attend meetings, and review documents. Develop coding to implement project designs for new features or new browser-based systems applications, and debugs existing code. Provide post implementation support, including creation of systems enhancements, and instruction to production support team. Research customer issues and determine appropriate resolutions. Provide estimates as to the duration and cost of future projects.

Minimum Experience: 3 Years applications development experience

Minimum Education: Bachelor's degree in Computer Science, Information Systems, or other job related field

PROGRAMMER/ANALYST, APPLICATIONS DEVELOPMENT (HEALTH IT)

Functional Responsibilities: Work closely with analysts and team members to understand business requirements that drive the analysis and design of quality technical solutions. Confer with user representatives to gain an understanding of necessary changes to system. Analyze and evaluate existing or proposed systems, and devise computer programs, systems and related procedures to process data. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Maintain and modify programs according to specifications. Design, code, implement, maintain and support application software that is delivered on time and within budget. Make recommendations toward the development of new code or reuse of existing code. Assist in the analysis of production system problems and in recommending workable solutions. Assist in component and data architecture design, and performance monitoring. Test modified programs, verify logic, perform any necessary "debugging", and write the documentation.

Minimum Experience: 2 years of application development, systems testing or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

PROGRAMMER/ANALYST, SENIOR APPLICATIONS DEVELOPMENT (HEALTH IT)

Functional Responsibilities: Analyze and evaluate existing or proposed systems, and devise computer programs, systems and related procedures to process data using appropriate systems environment/platform. Document programs/procedures. Evaluate and resolve system programming problems and coordinate implementation of modifications or enhancements. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Analyze and revise system logic. Recommend the development of new code or reuse of existing code. Responsible for designing, coding, testing, implementing, maintaining and supporting application software/programs that are delivered on time and within budget. Work closely with analysts and team members to understand business requirements that drive the analysis and design of quality technical solutions. Participate in component and data architecture design, and performance monitoring.

Minimum Experience: 4 years of application development, systems testing or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ANALYST, APPLICATIONS DEVELOPMENT SYSTEMS (HEALTH IT)

Functional Responsibilities: Produce deliverables related to the assigned project. Perform analysis, design, programming, and implementation of systems and procedures to solve complex business or scientific problems. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Apply conversions and enhancements to business systems. May lead or provide expertise on assigned projects. Work closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. Ensure solutions are aligned with business and IT strategies and comply with the organization's architectural standards. Assist in post-implementation support and system enhancements. Develop design and functional specifications. Make recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy versus build recommendations. Design and develop IT systems. Devise new sources of data and develop new approaches and techniques. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting complex application software that is delivered on time and within budget. Provide guidance to lower level programmers/analysts. Act as an internal consultant by providing technical guidance on complex projects. Determine and resolve problems with other systems analysts, programmers, and systems users. Test designed programs, verify logic, perform any necessary "debugging," and write the documentation.

Minimum Experience: 6 years of application development, systems testing or other job related experience.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

ANALYST, SENIOR APPLICATIONS DEVELOPMENT SYSTEMS (HEALTH IT)

Functional Responsibilities: Provide expertise regarding the integration of applications across the business. Conceive, design, and implement structures and programs to business systems software. Act as an internal consultant, advocate, mentor, and change agent providing expertise and technical guidance on complex projects. Work closely with customers, business analysts, and team members to determine business requirements that drive the analysis and design of quality technical solutions. Ensure solutions are aligned with business and IT strategies and comply with the organization's architectural standards. Provide design recommendations based on long-term IT organization strategy. Make recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy versus build recommendations. Perform analysis, design, programming, and implementation on systems and procedures to solve complex business or scientific problems. Develop enterprise-level applications and custom integration solutions. Evaluate complex interrelationships in immediate programming area to determine how changes in one program will affect another related area. Develop programming and development standards. Devise new sources of data and develop new approaches and techniques. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting application software that is delivered on time and within budget. Provide guidance to lower level programmers/analysts. Lead, plan, organize, and/or coordinate complex projects or phases of large projects. Determine and resolve problems with other systems analysts, programmers, and systems users. Test designed programs, verify logic, perform any necessary "debugging," and write the documentation.

Minimum Experience: 8 years of application development, systems testing or other job related experience

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate's degree in Computer Science, Information Technology or other job related degree.

SENIOR STATISTICIAN (HEALTH IT)

Functional Responsibilities: Analyze claims data and perform statistical calculations using approaches such as longitudinal analysis, mixed effect modeling, logistic regression analyses, and model building techniques. Create and validate statistical samples of overpayment estimation, which includes calculating sample size and determining sample selection methodology. Design new metrics and draw conclusions or make predictions based on the statistical analyses. Communicate results or predictions to management and peers. Prepare statistical data for inclusion in reports to data monitoring committees, federal regulatory agencies, management, or clients. Analyze information and evaluate results to choose the best solution in solving problems. Develop, design or create new ideas, reports, and analyses to solve problems. Create requirements documents for report development. Respond to data requests. Design reports and suggest new methods of data analysis through data mining, exploration, and statistical methodologies. Streamline or automate statistical reports for scaling and replication. Document processes and standards for replication of the final process. Organize, lead, and initiate meetings and tasks related to coordinating data analysis efforts and problem solving. Determine project plans, timelines, or technical objectives for statistical aspects of projects. Provide guidance and direction to statistical programming staff in the design and development of complex data management tools. Review the Provider Integrity Manual and implement technical standards, guidelines, policies, and formal regulations that meet all appropriate requirements. Communicate scientific or technical information to the public, organizations, CMS, or internal audiences through oral briefings, written documents, conferences, or training sessions. Attend conferences and converse with colleagues to keep abreast of methodological or conceptual developments in statistics and Medicare claims review.

Minimum Experience: 6 years statistical interpretation. Relational database experience. (may be concurrent)

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics, Mathematics, or other job related field

CHIEF STATISTICIAN (HEALTH IT)

Functional Responsibilities: Develop predictive models and perform statistical segmentation of providers and procedure codes to identify providers and services that should receive high prioritization for medical review to prevent paying erroneous claims. Coordinate with management to identify, compare, and procure tools used to perform targeted, effective edits, and increase productivity. Submit project charters to executive leadership regarding testing of tools and techniques. Provide guidance and direction to statistical programming staff in the design and development of complex data management tools. Perform statistical analyses of provider Medicare claims to identify anomalies and detect errors, fraud, and the need for education. Responsible for implementing innovative data mining techniques, designing data analysis strategies, creating data analysis and decision making procedures, ensuring quality and developing medical review sampling methodologies to recoup monies that have been erroneously paid. Identify patterns and trends, and prepare charts, illustrations, graphics, and narrative reports to explain data findings. Communicate assumptions, analytical techniques, and statistical results in written reports and publications, and presentations at hearings and approved conferences. Maintain current technical knowledge, and serve as statistical expert to multiple lines of business and external entities. Lead the development of sampling design, and consult to data monitoring committees, federal regulatory agencies, management, or clients on sampling methodologies used to determining overpayment estimates. Provide mentoring and guidance to team members in research and measurement of data and data sources to ensure the proper use of statistics throughout the organization so outcomes may be used for sound decision making.

Minimum Experience: 9 years statistical interpretation including statistical research design. Relational database experience. (may be concurrent)

Minimum Education: Bachelor's or Master's degree Mathematics, Statistics/Biostatistics, or other job related field

MANAGER, IS SYSTEM SUPPORT (HEALTH IT)

Functional Responsibilities: Responsible for recruiting and hiring, coaching and mentoring, monitoring and evaluation, and addressing all disciplinary issues in a timely manner. Encourage staff in creating and maintaining a work environment with high morale and employee satisfaction through support of professional development, training, career growth, and rewarding high performance. Coordinate activities through direct and indirect staff. Participate in budgeting and capital equipment processes and quality improvement activities. Meet scheduled milestones to ensure project/program objectives are met in a timely manner.

Minimum Experience: 7 years of related job IT experience. Prior team lead, supervisor, or management experience OR equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major

MANAGER, IDENTITY/ACCESS MANAGEMENT (HEALTH IT)

Functional Responsibilities: Responsible for recruiting and hiring, coaching and mentoring, monitoring and evaluation, and addressing all disciplinary issues in a timely manner. Encourage staff in creating and maintaining a work environment with high morale and employee satisfaction through support of professional development, training, career growth, and rewarding high performance. Plan, coordinate and implement Identity and Access Management solutions for IT projects that impact infrastructure, application and hosting services. Assign staff to projects and direct/oversee activities to ensure tasks are completed timely and in accordance with project/business requirements. Analyze complex business and information technology processes and workflows associated with security access requests, approval workflows, provisioning, and access reviews. Work with clients, other I/S departments, business units, and management to determine their needs and develop solutions (strategies, architectures, implementation plans). Implement processes and methods for auditing and addressing non-compliance to information security standards. Research implementation best practices and make recommendations for applications/tools to support audit compliance. Compose business requirements, verify and validate business rules, and design approaches to achieve automation, improved user experience, increased controls, and streamlined processes. Measure and monitor the level of customer service and quality of work produced by the area. Identify opportunities for process improvements and implement changes to ensure a high level of customer service and quality are maintained. Build and maintain strong working relationships with personnel throughout the company and external business partners. Communicate compliance requirements to data and resource owners in a manner that is easy to understand the access controls that need to be implemented and on-going. Monitor budget execution and explain/report variances or overages. Identify and evaluate how changes such as contract awards, loss of business, etc. will affect the area concerning staffing, level of service, etc. Stay apprised of frequently occurring technology changes to provide accurate direction that will increase/improve system reliability, productivity, user experiences and business opportunities.

Minimum Experience: 7 years of job related IT experience. Prior team lead, supervisor, or management experience OR equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major.

MANAGER, STATISTICS and RESEARCH (HEALTH IT)

Functional Responsibilities: Manages the activities of research and analysis staff responsible for complex statistical analysis programming and sophisticated data interpretation to support customer requirements. Maintains effective communication necessary to provide statistical programming and research and analysis support to customers. Develops and maintains management controls to ensure internal/external requirements are met. Reviews and approves simple and complex statistical analysis, including standard reporting, AD HOC reporting, and data mining. Manages staff responsible for performing quality checks on new and existing database tables. Oversees and provides approval for changes to database tables, including development of new data analysis tools, project planning, and system lifecycle maintenance. Reviews monthly budget report(s). Reviews all budget requests prior to

director approval. Provides justification for budget variances. Recruits staff, administers salary and personnel policies, completes performance reviews, and ensures staff training needs are met.

Minimum Experience: 5 Years Statistical programming. 5 Years statistical interpretation. 1 Year Statistical research design. 1 Year Supervisory experience OR equivalent military experience in grade E4 or above. (all may be concurrent.)

Minimum Education: Bachelor's or Master's degree Statistics/Biostatistics or another job related field plus 9 semester hours of statistics.

DIRECTOR, CLAIMS CUSTOMER SERVICE (HEALTH IT)

Functional Responsibilities: Develops and monitors budget and resources for all assigned areas. Responsible for the selection, training, and development of staff. Ensures excellent customer service is given to employees, customers, management, etc. Identifies system limitations and serves as project leader on system enhancements and updates. Leads and supports achievement of departmental, divisional, and corporate strategic objectives. Collaborates with other functional areas to resolve multifunctional issues. Provides necessary assistance and resources when necessary. Works closely with areas to track performance and develop measures of success. Implements process improvements. Directs customer service, claims processing, and/or appeals staff in ensuring prompt and accurate processing of items and inquiries. Develops and supports strategic initiatives to enhance provider and customer satisfaction.

Minimum Experience: 7 years of healthcare program or customer service experience to include budget management experience including 3 years of management/supervisory experience OR 3 years of equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree

DIRECTOR, PROGRAM (HEALTH IT)

Functional Responsibilities: Mentors and coaches management team on staff management, employee development, addressing performance issues, resource planning, and strategic objectives. Promotes professional growth. Provides guidance and leadership in staff and resource management, team building, and training to ensure organizational effectiveness. Leadership and Direction --- Provides overall program(s) leadership and direction. Establishes program goals and milestones, resolves work effort escalations as necessary. Ensures delivery of program projects in accordance with project commitments. Has full program authority, within the limits of the established budget and company operating policies, to manage and direct assigned project resources and make decisions regarding project direction. Identifies and prioritizes opportunities for utilizing IT to achieve division and corporate goals. Works with Clients to develop and execute strategic direction of IT projects to meet defined business objectives. Define measurements/metrics, staffing needs and Monitoring --- Establishes work plan and staffing for each phase of project; arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Monitors performance to defined Methodology. Responsible for the monitoring of different data management requirements. Program/Project Delivery --- Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Tracks use of processes and methodologies to ensure projects are delivered on time, within budget, adheres to high quality standards, and meets customer expectations. Communications --- Communicates with IT leadership and business leadership on program strategy, direction, changes, and project issues. Provides all program status and issue updates (regarding strategy, direction, risks, issues, changes/impacts, current status) to mid-level and senior management for IT and customer stakeholders. Confers with project personnel to provide technical advice and to resolve problems. Process Improvements --- Makes decisions and recommendations related to common PMO processes and procedures. Facilitates process improvements in order to bring more value to the customers and quality to the products. Participation on various/numerous committees --- Participates in Corporate-wide PMO committees where direction is set for all LOB PMOs.

Minimum Experience: 7 years of job related IT experience. Prior team lead, supervisor, or management experience OR equivalent military experience in grade E4 or above.

Minimum Education: Bachelor's degree-Any Major.

DIRECTOR, IS SYSTEM SUPPORT (HEALTH IT)

Functional Responsibilities: Mentor and coach management team on staff management, employee development, addressing performance issues, resource planning, and strategic objectives. Promote professional growth. Provide guidance and leadership in staff and resource management, team building and training to ensure organizational effectiveness. Actively participate in long-range strategic planning. Manage policy development to address complex business issues. Work with business unit managers and form alliances on projects, operational decisions, and scheduling requirements. Define and develop project management infrastructure. Manage a methodology driven quality plan. Monitor and control the quality of the deliverable, as well as manage the project completion process through customer acceptance.

Minimum Experience: 10+ years of job related IT experience. 3 years of management experience OR 3 years equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major.

DIRECTOR, SYSTEM SUPPORT (HEALTH IT)

Functional Responsibilities: Accountable for directing the testing of standard systems release modifications and their interface with external systems. Provide technical assistance to internal staff and to contract/business associates. Evaluate and authorize implementation of systems modifications. Maintain contacts and effective relationships with external sources, Prime Contractor, government, providers, etc. Participate in systems workgroups as a company representative. Ensure internal systems files and tables are maintained according to regulations and claims processing procedures. Communicate changes to affected business units. Identify and propose solutions for problems or issues which involve complex systems analysis. Direct, motivate and develop staff. Prepare and manage budget.

Minimum Experience: 10 years of experience including 6 years of systems testing and analysis and either 4 years of management experience OR 4 years of equivalent military experience in grade E4 or above.

Minimum Education: Bachelor's degree

OFFICER, SYSTEM SECURITY (HEALTH IT)

Functional Responsibilities: Mentor and coach management team on staff management, employee development, addressing performance issues, resource planning, and strategic objectives. Promote professional growth. Provide guidance and leadership in staff and resource management, team building and training to ensure organizational effectiveness. Direct the development, maintenance and performance of a comprehensive and thoroughly documented Entity-Wide Security Program that meets business and contract requirements. Make enhancements to the program as requirements are changed. System security program requirements should include, but are not limited to the following:- Assessment, evaluation, and compilation of the corporation's compliance with the Core Security Requirements using the CMS approved methodologies and tools to meet CMS contractor requirements as reflected in the current Business Partner Systems Security Manual (BPSSM).- System security plans and risk assessments for each Major Application and General Support System- A system security compliance certification statement to be included in the Certification Package for Internal Controls (CPIC).- Information Technology Systems Contingency Program.- Corrective Action Plans (CAPs) and Plans of Actions and Milestones (POA&M).- Computer Security Incidence Response Program.- Systems Security Profile. Direct the development and implementation of policies, procedures, controls, and plans needed to ensure the company meets or exceeds regulatory and contractual requirements. Issues addressed by these requirements include, but are not limited, to the following:- Rules of the System and/or Rules of Behavior- Security Awareness Training- Personnel Procedures and Controls- Access controls- Systems and Application Software Controls- Segregation of Duties- Network Infrastructure- Review of Security

Controls. Direct and provide for the oversight of a comprehensive and corporate-wide business unit contingency plan. Schedule and periodically coordinate the testing of the business contingency plans. Ensure that the plans adequately address resumption of operations and systems. This position reports known incidents to senior management and applicable information systems/security and standards group(s). Serve as the primary contact point for all external audits and reviews involving systems security and information systems. This includes coordinating on-site visits, written responses to audit findings and the development and follow-up for any corrective action plans and plans of actions and milestones. Provide for the oversight of existing controls to ensure that security features address external requirements. Oversight activities should include, but are not limited to the following:- Violation Reporting, Tracking and Monitoring.- Network Vulnerability Testing to include periodic scans of Firewalls, Servers, Workstations, etc. Scanning schedules should be coordinated with Corporate Security.- Review existing Security Policy semi-annually to ensure that the plan is kept up to date and current.- Review all new applications and changes to existing applications to ensure security controls meet external requirements.- Ensure that the organization's written proposals address security, privacy, and continuity of operations issues required by the potential customer and regulations. This may also involve initiating projects to address customer requirements, responding to customer questions, and perform any follow-up activity to ensure security requirements are addressed. Ensure the organization's privacy efforts meet federal requirements. Coordinate privacy compliance and training for the organization as needed. Participate in investigations involving reports of potential privacy violations. Coordinate response to violations with senior management, compliance, and contractors. Act as primary liaison with contractor's applicable information systems/security and standards group for all systems security related matters that are communicated via Program Memorandum, Change Request, and Joint Signature Memorandum. - Review and evaluation of program changes and their effect on systems security and the company.- Responding directly to surveys requested through Joint Signature Memorandums, security safeguard reporting and updating, and POA&M reporting and updating.- Coordination with other federal agencies as needed for systems security efforts. - Budgeting for security related activities. - Provide for the direction and project management of security activities. - Actively pursue a minimum of 40 hours security training per fiscal year in accordance with the terms as found in business/contractual requirements.

Minimum Experience: 10+ years of job related IT experience. 3 years management experience OR 3 years of equivalent military experience in grade E4 or above (may be concurrent).

Minimum Education: Bachelor's degree - Any Major

VICE PRESIDENT (HEALTH IT)

Functional Responsibilities: Ensures effective and efficient contract performance, to include contractual performance standards, budget goals, cost containment and profit and revenue goals. Maintains effective and productive working relationships with internal and external contracts and/or business units. Directs, motivates and develops staff.

Minimum Experience: 10+ Years Health related or managed care industry work experience. 5 Years Management experience OR equivalent military experience in grade E4 or above(may be concurrent with the ten plus years).

Minimum Education: Bachelor's degree

Administrator, Project

Functional Responsibilities: Administers various projects and assists management in the overall functioning of the business area. Identifies procedural/system issues affected by implementation of project initiatives. Makes recommendations for change/development, both technically and operationally. Provides monitoring of key operating statistics. Follows up with all changes, improvements and processes to ensure compliance and effectiveness. Assists in the creation and implementation of work improvements and action plans for the department related to critical business processes and/or customer service related requirements. Assists in the creation and implementation of plans and programs to assure staff is following all established and new processes/policies. Prepares written instructions, presentations,

etc. and administers training for staff members. Provides effective feedback and develops work instructions and job aids to assist the staff in understanding any impact to daily job responsibilities. Responds to issues or concerns from internal/external support areas. Coordinates activities among division functional areas. Prepares and analyzes specialized reports for staff as it relates to the progress of new projects and initiatives. Maintains effective relationships with internal/external entities by leading and participating in meetings, conferences, workshops and professional organizations, ensuring necessary information is received/delivered in order for business unit objective to be met.

Minimum Experience: 3 years.

Minimum Education: Bachelor's degree.

Analyst, Appeals

Functional Responsibilities: Documents the basis of the appeal or retrospective review in an accurate and timely manner and in accordance with applicable regulations or standards. Performs thorough research of the substance of service appeals by both member and provider based on clinical documentation, contractual requirements, governing agencies, policies and procedures, while adhering to confidentiality regulations regarding protected health information. Performs appeal and retrospective reviews demonstrating ability to define and determine precedence of pertinent issues in application of policies and procedures to clinical information and or application to benefit or policy provisions. Performs special projects including reviews of clinical information to identify quality of care issues.

Minimum Experience: 3 years.

Minimum Education: Associate's degree.

Analyst, Business II

Functional Responsibilities: Evaluates the activities, performance and systems within a specific area for standards and workflow simplification. Compiles data for analysis and prepares reports and presentations for management using applicable programming languages and/or software products. Reviews system enhancements/upgrades to determine applicability of customer file modification requirements. Facilitates timely and accurate updates to reference files based on customer requests. Coordinates testing and debugging of new or modified software. Creates test matrices and supporting documentation. Develops and executes formal test plans to ensure delivery of quality software applications. Monitors software implementations for exceptions and to verify that changes to the systems' operational process had the desired effect. identifies and documents systems problems and assists in their resolution. Researches system problems and identifies potential solutions. Investigates and diagnoses system problems, formulates solutions, initiates change sheets, defines business requirements, and tests corrections. Researches any questionable standard system or local component problematic situations to assure compliance and accuracy. Under general direction, defines business requirements, tests, and leads small to moderate projects. Assists management in performing business reviews by analyzing internal/external projects and changes. Ensures changes do not have a negative impact on productivity and procedures. Makes recommendations to improve productivity, cost effectiveness and timeliness. Communicates with management and departmental personnel to document workflow procedures. Assists in preparing verbal and written communication about business changes with management or other staff members. Prepares written reports and analyses pertaining to testing results and related data, including recommendations for customers on improving operational workflows.

Minimum Experience: 2 years.

Minimum Education: Bachelor's degree.

Analyst, Quality Assurance

Functional Responsibilities: Performs routine quality audits, reviews, or monitoring across various operations functions to ensure quality standards, procedures, and methodologies are being followed.

Recognizes and documents any potential fraud and abuse situations. May provide one on one guidance to new hires upon completion of initial training. Provides necessary feedback or coaching to operations and training areas on errors assessed so that additional training can be initiated as needed. Compiles data and generates reports for operations areas on quality performance. Identifies areas of weakness and communicates recommendations on changes and improvements to training materials. Documents findings of analysis and prepares recommendations for implementation of new systems, procedures or organizational changes. Assists with training documentation and development of new processes and procedures. Remains current with all guidelines, work instructions, etc.

Minimum Experience: 1 year.

Minimum Education: High School.

Analyst, Senior Quality Assurance

Functional Responsibilities: Conducts focused quality audits across various operations functions to ensure quality standards, procedures, and methodologies are being followed. Documents findings of analysis and prepares recommendations for implantation of new systems, procedures, or organizational changes to reduce errors. Identifies areas of weakness and communicates recommendations on changes and improvements to training materials. Provides feedback to management on errors detected, ensures errors are resolved, and provides long-range solutions to causes. Develops and implements a quality control and improvement program based on targets identified through the quality reviews. Monitors and evaluates the implementation of corrective action plans. Compiles data, provides feedback, and generates reports for operations and/or training areas on quality performance. Trains new employees and remains current with all guideline changes, work instructions, etc. Writes or assists in writing desk procedures and training materials for departments. Provides assistance with special projects such as testing for new business implementation or system changes, reviewing change requests, interpreting department workload, statistical reports, assisting co-workers, etc.

Minimum Experience: 2 years.

Minimum Education: High School.

Claims Customer Service Advocate II

Functional Responsibilities: Ensures effective customer relations by responding accurately, timely, and courteously to telephone, written, web, or walk-in inquiries. Handles situations which may require adaptation of response or extensive research. Identifies incorrectly processed claims and processes adjustments and reprocessing actions according to department guidelines. Examines and processes claims and/or non-medical appeals according to business/contract regulations, internal standards and examining guidelines. Enters claims into the claim system after verification of correct coding of procedures and diagnosis codes. Ensures claims are processing according to established quality and production standards. Identifies complaints and inquiries of a complex level that cannot be resolved following desk procedures and guidelines and refers these to a lead or manager for resolution. Identifies and reports potential fraud and abuse situations.

Minimum Experience: 2 years.

Minimum Education: High School.

Claims Customer Service Advocate III

Functional Responsibilities: Reviews claims or appeals issues, complaints, and inquiries referred by claims customer service representatives to determine if desk procedures and guidelines were followed. Researches to identifying underlying causes, and determine ways to prevent and correct such causes. Identifies and reports potential fraud and abuse situations. Researches and responds to complex customer inquiries, ensuring that contract standards and objectives for timeliness, productivity and quality are met. Handles situations that require adaptation of response or extensive research. Examines and

processes claims and/or non-medical appeals according to business/contract regulations, internal standards and examining guidelines. Enters claims into the claim system after verification of correct coding of procedures and diagnosis codes. Ensures claims are processing according to established quality and production standards. Provide feedback to management regarding customer issues. Maintain accurate records concerning issues. Follow through on complaints until resolved or report to management as needed. Maintain knowledge of procedures and policies. Assist with process improvements by recommending improvements in procedures and policies. Assists in training claims customer service representatives.

Minimum Experience: 3 years.

Minimum Education: High School.

Coordinator, Claims Customer Service

Functional Responsibilities: Distributes daily work to employees, tracks workload and employee performance, and makes appropriate decisions necessary to ensure all processing expectations and team goals are met. Responds accurately and timely to inquiries from team members, including management, concerning customer inquiries, claims adjudication, appeals and other technical issues. Investigates and initiates resolutions to complex problems. Authorizes payment recovery, claim payments, or makes claim rejections based on documented information and provisions of state or federal law. Identifies issues with procedures and processes and provides feedback to management on changes and development. Trains new employees and introduces new material to all employees. Develops, updates, and maintains procedural manuals. Serves as liaison with other departments to address claim, system and quality issues. May perform some testing functions and attend/participate in meetings as needed.

Minimum Experience: 3 years.

Minimum Education: High School.

Director, Claims Customer Service

Functional Responsibilities: Directs customer service, claims processing, and/or appeals staff in ensuring prompt and accurate processing of items and inquiries. Develops and supports strategic initiatives to enhance provider and customer satisfaction. Works closely with areas to track performance and develop measures of success. Implements process improvements. Identifies system limitations and serves as project leader on system enhancements and updates. Leads and supports achievement of departmental, divisional, and corporate strategic objectives. Collaborates with other functional areas to resolve multi-functional issues. Provides necessary assistance and resources when necessary. Develops and monitors budget and resources for all assigned areas. Responsible for the selection, training, and development of staff. Ensures excellent customer service is given to employees, customers, management, etc.

Minimum Experience: 4 years.

Minimum Education: Bachelor's degree.

Director, Claims Operations

Functional Responsibilities: Provide direction and management for all activities for the department. Support and develop operations management by establishing performance objectives and developing plans designed to strengthen management skills. Review and analyze all business or contract directives to assure a clear understanding of the requirements. Ensure compliance with all applicable laws, regulations and contract requirements while meeting performance expectations through the establishment and implementation of effective management controls. Direct major system enhancements and required changes in an effective and accurate manner. Track, monitor and analyze all productivity and quality performance measures to assure adherence to established requirements and to assess adherence to

contract requirements. Direct customer interaction for direction, evaluation, and modification of processes. Provide ongoing leadership, guidance and direction to all staff. Improve the effectiveness of the quality management system by ensuring the International Organization of Standardization (ISO) requirements are met, customer expectations are satisfied, and preventive and corrective actions are identified and implemented. Manage budget to maintain high quality and cost effective processes that fulfill business requirements. Develop technical proposals and solutions for procurement of future contracts. Responsible for supporting new business development to ensure long term growth and sustainability of the operation.

Minimum Experience: 7 years.

Minimum Education: Bachelor's degree.

Manager, Claims Customer Service

Functional Responsibilities: Manages staff responsible for providing excellent customer service and timely and accurate processing of claims or appeals. Ensures department standards for production, timeliness, and quality are met. Prepares and reviews management reports. Monitors monthly reports to ensure department standards for production, timeliness, and quality are met. Makes recommendations for process improvements. Maintains effective relationships with internal and external customers by assisting with inquiries and resolving issues.

Minimum Experience: 3 years.

Minimum Education: Bachelor's degree.

Manager, Claims Operations

Functional Responsibilities: Monitors and evaluates one or more units to ensure the accurate and timely processing of claims. Develops effective claims processing standards that incorporate the use of automated claims systems and other technology solutions. Ensures compliance with all applicable laws, regulations, and contract requirements while meeting performance expectations. Monitors all reports and quality audits to ensure the efficient operation of the department. Ensures proper training for new and current staff. Maintains a high level of customer service with all internal and external customers. Interacts regularly with internal departments for planning, training, and management purposes.

Minimum Experience: 4 years.

Minimum Education: Bachelor's degree.

Manager, Customer Service

Functional Responsibilities: Organizes and manages customer service staff and/or customer service teams for a line of business or department. Assigns work to associates within the team(s). Assists staff by providing guidance and assistance with questions and problems encountered. Handles escalated or sensitive customer matters. Manages performance to ensure that individual productivity, quality and timeliness standards are met. Monitors individual and team performance to ensure all customer requirements are met or exceeded. Monitors and analyzes reports/statistics, processes, and resources to provide maximum efficiency and effectiveness for all functions. Ensures appropriate training for all associates to ensure that the most current guidelines are always being followed. Conducts coaching sessions to ensure development of staff within team. Conducts team meetings and communications to ensure consistency. Encourages, facilitates, and initiates process improvements. Ensures that the department is in compliance with all company and government regulations. Monitors expenses and prepares annual budget for team.

Minimum Experience: 2 years.

Minimum Education: Bachelor's degree.

Manager, Operations

Functional Responsibilities: Direct and supervise claims/documents processing and support team associates to ensure claims/documents are processed in a timely and efficient manner to maintain contract compliance standards. Prepare and analyze reports of pending and processed documents, claims, adjustments and reprocesses, and quality audits of claims/documents that measure level of performance of the team. Administer and oversee quality control procedures and ensure compliance of all corporate and contract required guidelines. Select and maintain a well-trained staff. Identify potential education and system issues. Establish and maintain a high level of customer service with all internal and external customers. Direct and supervise the customer service associates to ensure that all correspondence and telephone inquiries are processed in a timely and efficient manner to maintain contract compliance standards. Select and maintain a well-trained staff. Identify potential education and system issues. Participate as project leader on policy changes, quality improvements initiatives and system change efforts, while ensuring corporate, contractor, and department policies and procedures are administered timely, consistently and accurately. Identify system errors and process/quality improvement opportunities, initiate work requests, and serve as the customer project lead to ensure accurate implementation. Assist in budget preparation and monitor expenses related to the budget.

Minimum Experience: 3 years.

Minimum Education: Bachelor's degree.

Medical Reviewer I

Functional Responsibilities: May provide any of the following in support of medical claims review and utilization review practices: Performs medical claim reviews and makes a reasonable charge payment determination. Monitors process's timeliness in accordance with contractor standards. Performs authorization process, ensuring coverage for appropriate medical services within benefit and medical necessity guidelines. Utilizes allocated resources to back up review determination. Reviews interdepartmental requests and medical information in a timely/effective manner in order to complete utilization process. May conduct/perform high dollar forecasting research and formulate overall patient health summaries with future health prognosis and projected medical costs. Performs screenings/assessments and determines risk via telephone. Reviews/determines eligibility, level of benefits, and medical necessity of services and/or reasonableness and necessity of services. Provides education to members and their families/caregivers. Reviews first level appeal and ensures utilization or claim review provides thorough documentation of each determination and basis for each. Conducts research necessary to make thorough/accurate basis for each determination made. Educates internal/external staff regarding medical reviews, medical terminology, coverage determinations, coding procedures, etc. in accordance with contractor guidelines. Responds accurately and timely with appropriate documentation to members and providers on all rendered determinations. Participates in quality control activities in support of the corporate and team-based objectives. Participates in all required training.

Minimum Experience: 2 years.

Minimum Education: Bachelor's degree.

Medical Reviewer III

Functional Responsibilities: Performs medical claim reviews for one or more of the following: claims for medically complex services, services that require preauthorization/predetermination, requests for appeal or reconsideration, referrals for potential fraud and/or abuse, and correct coding for claims/operations. Makes reasonable charge payment determinations based on clinical/medical information and established criteria/protocol sets or clinical guidelines. Determines medical necessity and appropriateness and/or reasonableness and necessity for coverage and reimbursement. Documents medical rationale to justify payment or denial of services and/or supplies. Educates internal/external staff regarding medical reviews, medical terminology, coverage determinations, coding procedures, etc. in accordance with contractor guidelines. Participates in quality control activities in support of the corporate and team-based objectives.

Provides guidance, direction, and input as needed to LPN team members. Provides education to non-medical staff through discussions, team meetings, classroom participation and feedback. Assists with special projects and specialty duties/responsibilities as assigned by Management.

Minimum Experience: 3 years.

Minimum Education: Associate's degree.

Medical Reviewer Senior

Functional Responsibilities: Functions as team leader/senior-level Medical Reviewer. Provides leadership/guidance/direction/training to staff. Maintains working knowledge of unit functions and ability to interpret to new hires, department interworkings and work flow. Acts as resource for staff/external entities troubleshooting as well as resolving issues. Keeps manager informed of any problems/issues that need resolving. Assists management with monitoring workflow and workloads (including reassignment of work to meet timelines, redirecting work intake source to balance work loads), reporting, and addressing aging issues. Participates in departmental quality reviews. Follows process to ensure quality plan is adhered to and communicated to all parties. Gives/receives feedback regarding medical review decision making and technical claims processing issues. Ensures that quality work instructions/forms/documents are developed/revised as needed. Provides quality service and communicates effectively with external/internal customers in response to inquiries. Obtains information from internal departments, providers, government, and/or private agencies, etc. to resolve discrepancies/problems. Participates in compliance initiatives and other directed activities. Participates/oversees special projects as requested by management.

Minimum Experience: 4 years.

Minimum Education: Associate's degree.

Processor, Claims I

Functional Responsibilities: Researches and processes claims according to business regulation, internal standards and processing guidelines. Verifies the coding of procedure and diagnosis codes. Resolves system edits, audits and claims errors through research and use of approved references and investigative sources. Coordinates with internal departments to work edits and deferrals, updating the patient identification, other health insurance, provider identification and other files as necessary.

Minimum Experience: 0 years.

Minimum Education: High School.

Specialist, Appeals

Functional Responsibilities: Performs non-medical reviews and processes redetermination letters ensuring timeliness and accuracy. Prepares unit reports, analyzes and interprets workload, and processes issues utilizing various software tools. Updates letters and documents within the department when necessary. May gather and prepare documentation for legal inquiries and administrative requests.

Minimum Experience: 2 years.

Minimum Education: High School.

Specialist, Lead Appeals

Functional Responsibilities: Distributes and assigns work to associates. Develops and monitors daily reports to ensure productivity, timeliness and quality standards are being met. Makes recommendations for improvement to work processes. Assists associates with the more difficult cases and answer questions to help resolve the case. Acts as point of contact for both internal and external customers. Researches and responds to all inquiries received from colleagues (appeals coordinators and specialists, Qualified Independent Contractor assistants, hearing assistants, medical technicians, nurse review, etc.),

other departments and the external contractors. Assists in the implementation and maintenance of systems or processes, including appropriate testing. Troubleshoots issues when these systems/processes are not working appropriately, and makes appropriate referrals for investigation and correction. Provides suggestions to help enhance these systems and increase productivity. Identifies and submits process improvements once these enhancements have been completed. Develops, monitors, and updates work instructions for associates. Trains new associates and follows-up on their progress through quality control activities. Provides timely feedback to management or associates in order to correct any issues discovered. Processes incoming departmental work assignments in support of appeals area.

Minimum Experience: 4 years.

Minimum Education: High School.

Specialist, Training I

Functional Responsibilities: Facilitates varying levels of technical and non-technical training for both new hire and existing staff and/or teams. Effectively manages the training environment to ensure compliance to organizational policies while delivering new employee orientation, job-specific, company-specific, e-learning, and other training solutions. Evaluates learner performance and effectiveness through the administration of varying testing methodologies. Communicates effectively with the applicable customer and/or manager related to both learner and course progression towards meeting expected outcomes. Conduct assessments to identify the performance, skills, knowledge and information required for a desired training program. Design and develop training solutions and materials that meet the intended need and learning outcome(s) for each targeted audience. Enhance and evaluate training effectiveness through the redesign and revision of existing training courses, curricula and materials in order to fill learning gaps identified through various feedback methods. Demonstrate effective communication and collaboration to partner with Subject Matter Experts (SMEs), trainer peers and others to achieve high-quality instructional materials. Provide support to training support areas to include processing work to maintain subject matter knowledge, attend Operations team and Workgroup meetings, partner with areas to identify performance gaps and proactively develop training plan objectives. 1. Maintain/Verify Training Systems access and other administrative functions.

Minimum Experience: 1 year.

Minimum Education: Bachelor's degree.

Supervisor, Claims Customer Service

Functional Responsibilities: Leads claims and customer service staff to ensure prompt and accurate settlement of claims, appeals, and/or customer service inquiries. Coordinates with other areas while establishing and maintaining excellent customer relations. Analyze problems and concerns to make effective decisions that provide positive solutions. Make recommendations for process improvements and efficiencies for the department. Responsible for recruiting and hiring, coaching and mentoring, monitoring and evaluation, and addressing all disciplinary issues in a timely manner. Encourage staff in creating and maintaining a work environment with high morale and employee satisfaction through support of professional development, training, career growth, and rewarding high performance. Serves as a liaison for internal and external customers. Ensures the timely and accurate resolution of any issues and/or provides necessary training to staff as needed or requested.

Minimum Experience: 2 years.

Minimum Education: Bachelor's degree.

Supervisor, Claims Operations

Functional Responsibilities: Ensure the timely processing and adjudication of all claims. Performs quality control reviews and/or monitor performance of staff to ensure appropriate understanding and

utilization of applicable laws, contract policies, and procedures. Monitors production and timeliness of work and maintains desk procedures. Responsible for recruiting and hiring, coaching and mentoring, monitoring and evaluation, and addressing all disciplinary issues in a timely manner. Encourage staff in creating and maintaining a work environment with high morale and employee satisfaction through support of professional development, training, career growth, and rewarding high performance. Establish and maintain a strong working relationship with all internal and external customers.

Minimum Experience: 1 year.

Minimum Education: Bachelor's degree.

Supervisor, Customer Service

Functional Responsibilities: Responsible for recruiting and hiring, coaching and mentoring, monitoring and evaluation, and addressing all disciplinary issues in a timely manner. Encourage staff in creating and maintaining a work environment with high morale and employee satisfaction through support of professional development, training, career growth, and rewarding high performance. Reviews departmental and/or contract standards to ensure compliance. Follows procedures to ensure business and customer needs are met systematically and correctly. Supervises and motivates staff to ensure prompt and accurate response to calls, e-mail, web, handwritten inquiries. Monitors calls, service and workload. Tracks any service complaints and analyzes problems in order to provide solutions or develop proper training of staff. Represents department on projects and process improvements. Provides assistance and training to other operational areas of the company as needed.

Minimum Experience: 1 year.

Minimum Education: Bachelor's degree.

Technician, Accounting II

Functional Responsibilities: Prepares various financial data associated with refunds, invoices, recoupments, adjustments, cash disbursements, deposits, check voids and reissues, disputes, correspondence, or other data in support of the finance or accounting function. Ensures data is complete, accurate, and organized for processing. Provides supervisor with daily, weekly, and/or monthly summary reports of accounting activities for the position. Completes moderately difficult research using financial reporting systems, files, and other means to identify errors such as overpayments or misapplication of funds. Resolves routine questions and problems, referring complex issues to higher levels. Performs calculations on financial documents to ensure accuracy of bank deposits, receipts, disbursements, refunds, or other accounting-related items. Provides other support duties related to the accounting/finance function that may include monitoring financial systems, keying journal entries, tracking funds, balancing accounts, maintaining inventory and receiving cash funds from customers, etc. May assist less experienced accounting clerks as needed. Determines, prepares, and distributes correspondence regarding monies due or erroneously received. Issues refunds as appropriate.

Minimum Experience: 2 year.

Minimum Education: Associate's degree.

Technician, Data Preparation Senior

Functional Responsibilities: Performs advanced, varied clerical duties in accordance with standard procedures. Completes scanning, indexing, imaging and quality control for the area's documentation and records. Verifies accuracy of data and corrects errors discovered during review or research of documents. Reviews varied and complex incoming documentation or work requests to determine handling and routing. Compares related data components and combines documentation for appropriate distribution and assignment. Handles requests for information, files, or research and may liaison frequently with other areas. Coordinates and schedules departmental activities (projects, meetings, testing, visitors, etc.). Provides coverage or support for other staff members during departmental projects and/or periods of

understaffing. May provide training and guidance to entry-level clerks. Maintains departmental logs, spreadsheets or databases. Prepares basic reports/statistics for management on work received for production and workload assessment. Prepares correspondence or packages for internal/external mailing. Tracks correspondence and/or packages and follows up as needed. Orders supplies and maintains departmental supply inventory.

Minimum Experience: 5 years.

Minimum Education: High School.

Service Contract Labor Standards (SCLS) Matrix		
SCLS Eligible Labor Category	SCLS Equivalent Code Title	Wage Determination No.
ADMIN ASSOC I	01111 – General Clerk I	2015-4647

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).