STATE OF ARIZONA
POSITION DESCRIPTION QUESTIONNAIRE

POSITION NUMBER	JOB CODE
AID000419AJO	AUN06612
OFFICIAL CLASSIFICATION TITLE	**WORKING TITLE**
Executive Consultant	Rate Review Grant Manager

AGENCY	DIVISION/SECTION
Arizona Insurance Department	Life & Health
ADDRESS (PHYSICAL WORK LOCATION)	**PHONE**
2910 N. 44th Street, Suite 210, Phoenix, AZ 85018	602-364-2393

SUPERVISOR'S NAME	TITLE
Alexandra Shafer	Assistant Director
EMAIL	**PHONE**
ashafer@azinsurance.gov	602-364-2171

REQUEST TO		
☑ Establish New Position	☐ Review/Reclass Position	☐ Change Position Status
☐ Update PDQ	☐ Other: _____	

EMPLOYEE INITIATED: SEE PERSONNEL RULE R2-5-301.G. IF YES, EMPLOYEE SHOULD SUBMIT THROUGH AGENCY MANAGEMENT. FOR ASSISTANCE, EMPLOYEE SHOULD CONTACT THEIR AGENCY HUMAN RESOURCES OFFICE.	
☐ Yes	☑ No

SUPERVISE	MANAGE
☑ Yes (If yes, please complete the section below.)	☑ Yes (If yes, please complete the section below.)
☐ No	☐ No

Number of Direct Reports: 2 Number of Indirect Reports: _____

☑ Work Assignment ☑ Work Review ☑ Performance Appraisal ☑ Leave Requests

☑ Disciplinary Actions ☑ Hiring ☐ Other: _____

1. JUSTIFICATION STATEMENT: EXPLAIN THE EVENTS/CHANGES THAT MADE THIS REQUEST NECESSARY, INCLUDING JUSTIFICATION FOR EXEMPT, UNCOVERED POSITION REQUESTS.

The federal government (Department of Health and Human Services or HHS) has awarded ADOI a $550,441.00 grant under Section 2794 of the Affordable Care Act (ACA). The purpose of the grant is to support ADOI efforts to ensure that Arizona consumers get value for their health insurance premium dollars, specifically with regard to certain types of health insurers' rate setting and rate increase practices. The grant is referred to in this PDQ as the "Rate Review Grant" or RR Grant. ADOI will use the grant funds to (1) improve the transparency and effectiveness of its health insurance rate review, and (2) develop the technical infrastructure to comply with ACA requirements for collecting, reviewing and reporting health insurance rates. ADOI's intent is that after the grant period ends on on September 30, 2011, ADOI will have the consumer-support capacity, analytical tools and systems to sustain the improvements it has made, using only pre-grant resources The grant includes funds to contract with outside consultants for actuarial, information technology, web development and other grant-related services. The grant also includes funds to hire a grant manager, a senior insurance analyst and an administrative assistant. This position shall maintain a confidential working relationship with an exempt official as contemplated by A.R.S. Section 41-771(B)(2).

2. JOB SUMMARY: EXPLAIN THE PURPOSE OF THIS POSITION.

The purpose of this position is to manage the RR Grant activities throughout the grant period. ADOI would not be able to carry out the grant activities without a full-time project manager to be responsible for day-to-day management and strategic direction of the project, obtain internal and public stakeholder support of objectives, conduct public meetings, oversee preparation of transparent materials for consumers and content of RR Grant web posts, integrate insurance analysis and actuarial analysis in order to articulate RR Grant conclusions, represent Arizona-specific interests to SERFF, coordinate SERFF system changes with non-SERFF IT requirements for the project, oversee ADOI implementation of RR Grant SERFF and non-SERFF IT developments, define and monitor the responsibilities of external consultants and prepare required quarterly reports for HHS.

3. MAJOR RESPONSIBILITIES: USE ACTION VERBS TO STATE THE PRIMARY FUNCTIONS FOR WHICH THIS POSITION IS ACCOUNTABLE, AND EXPLAIN WHAT THIS POSITION DOES AND WHY.

Primary Responsibilities (in increments of no less than 5%)	Percent Time Spent (%)
1. Develop plan for meeting RR Grant objectives of increasing the effectiveness and transparency of rate review. Monitor the activities of external consultants in order to coordinate their functions, which include actuarial services, information technology, web development, and interfacing with SERFF. With project-scheduling assistance from a project management consultant, monitor RR Grant progress, adjusting objectives and priorities as appropriate. Supervise RR Grant insurance Analyst Senior and RR Grant Administrative Assistant.	20
2. Based on actuaries' recommendations, internal rate reviews and stakeholder feedback, prepare a revised standardized checklist and a revised new actuarial certification form for individual rate filings. Incorporate in the new documents meaningful consumer-friendly information and concise, significant regulatory information that ADOI can rely on to determine the compliance of rate filings.	20
3. .Based on actuaries' recommendations, internal analysis and stakeholder feedback, draft a standardized Accountable Health Plan (AHP) actuarial certification and a standardized template for AHP base premium and index rates. Incorporate in the new documents meaningful consumer-friendly information and concise, significant regulatory information that ADOI can rely on to determine AHP compliance with Arizona's small group rate band.	20
4. Conduct public and stakeholder meetings and/or focus groups throughout the grant period in order to: (1) gather public comment on consumer requirements for rate review transparency, and (2) gather stakeholder/insurer input on proposed standardized forms.	20
5. Based on consumer input develop consumers with timely, plain language, consumer-friendly publications, including web-site materials about health insurance rates, with an initial focus on rates for individual and small group coverage. The materials will help Arizona consumers make good purchasing decisions and maximize their health insurance benefits.	10
6. Prepare HHS Quarterly Reports, Final Report and any other reports or information required by HHS during the grant period.	10
7.	
8.	
Attach additional sheets as needed	**Must total 100%**

4. DECISION MAKING AUTHORITY: CHECK THE **ONE** BOX THAT BEST DESCRIBES THIS POSITION'S INVOLVEMENT IN THE DECISION MAKING PROCESS.

- ☐ Follows written and verbal instructions
- ☐ Follows established guidelines
- ☐ Interprets policies and procedures
- ☐ Participates in the establishment of guidelines and policies
- ☑ Acts as final authority to implement guidelines and policies
- ☐ Other: _____

5. PROBLEM SOLVING: CHECK THE **ONE** BOX THAT BEST DESCRIBES THE TYPE OF PROBLEM-SOLVING SITUATIONS REQUIRED OF THIS POSITION.

- ☐ Identical or similar situations following established routines/instructions
- ☐ Diverse procedures in differing situations; some research within area of expertise is required
- ☑ Variable situations requiring analytical, interpretive, evaluative, and/or constructive thinking within broadly defined policies and objectives

6. KNOWLEDGE, SKILLS, ABILITIES (KSAS): EXPLAIN THE KNOWLEDGE, SKILLS, AND ABILITIES AN EMPLOYEE IN THIS POSITION MUST HAVE IN ORDER TO PERFORM WORK SATISFACTORILY.

KNOWLEDGE IS THE UNDERSTANDING OF A SUBJECT THROUGH EXPERIENCE OR EDUCATION; ALWAYS COGNITIVE.

Knowledge of Arizona laws relating to health insurance compliance and rate-setting and policy provision requirements.
Knowledge of Arizona health insurance market, industry practices and insurance company operations.
Knowledge of the mathematics, concepts, and terminology of health underwriting and health insurance rating.
Knowledge of administrative policies and procedures for handling health insurance rate or form filings.
Knowledge of the functions of the NAIC System for Electronic Rate and Form Filings (SERFF).
Knowledge of principles of statutory construction, regulatory enforcement and public administration.
Knowledge of the structure of the Arizona health insurance market, including rate setting and compliance practices.
Knowledge of strategic planning, project management and project scheduling .math, finance or accounting education.
Knowledge of federal (or other) grant management and grant-reporting.

SKILLS ARE LEARNED AND GET BETTER WITH PRACTICE; THEY ARE EITHER COGNITIVE OR PSYCHOMOTOR.

Skill in contract/policy review, regulatory analysis and negotiation.
Skill in determining and carrying out administrative action and enforcement activity.
Skill in time-management, project organization and problem-solving.
Exceptional customer service skills.
Exceptional writing and verbal skills, including how to making technical and regulatory information understandable and appropriate for a variety of audiences from consumers to actuaries.
Skill in using Excel, Word, Power Point, Outlook, Access, PDF or equivalent programs.
Skill organizing and conducting public meetings on complex, sensitive subjects.
Skill in providing thorough, sound consultation on rate review and the RR Grant to the Director, the Director's Executive Staff, the Governor's Office and legislators.

ABILITIES ARE NATURAL, CONTRIBUTE TO SKILLS, AND ARE PERCEPTUAL, MOTOR, OR A COMBINATION; THEY ARE EITHER COGNITIVE OR PSYCHOMOTOR.

Ability to keep a technically complex, partially out-sourced, grant-funded project on-track.
Ability to quickly grasp subject matter and prioritize topics.
Ability to interpret and explain complicated RR Grant information to a wide range of audiences.
Ability to communicate complicated RR Grant information to a wide range of audiences.
Ability to exercise good judgment and make appropriate decisions.
Ability to analyze complex/conflicting data and theories, draw valid conclusions and adopt an effective course of action.
Ability to establish and maintain effective and professional working relationships with stakeholders, policy makers, HHS representatives, external consultants (actuaries, technology architects, or web-site developers), insurers, and coworkers.

7. LICENSES/CERTIFICATIONS: LIST ANY LICENSES, CERTIFICATIONS, DEGREES, OR CREDENTIALS THAT ARE REQUIRED BY LAW FOR THIS POSITION.

8. SELECTIVE PREFERENCES: LIST ANY PREFERRED (NOT REQUIRED) QUALIFICATIONS THAT THE IDEAL CANDIDATE WOULD PORTRAY.

Experience keeping a technically complex, partially out-sourced, grant-funded project on-track.
Experience organizing and conducting stakeholder meetings, focus groups. town halls or similar forums to obtain public opinion.
Experience in regulatory compliance or enforcement
Experience providing complex information and advice to policy makers, legislators, and high level public administrators.
Experience in grant management and grant-reporting.
Experience in the compliance or underwriting or finance/accounting department of a health insurance company, health insurance agency or TPA.
A bachelor's or post-graduate degree with coursework in public administration, mathematics, finance, accounting, insurance theory or administration, or technical writing.
Experience working directly and closely with actuaries, technology architects, or web-site developers.

9. ESSENTIAL JOB FUNCTIONS: LIST ALL PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS FOR THIS POSITION BY CHECKING EACH BOX THAT APPLIES. FOR EACH REQUIREMENT, INDICATE THE FREQUENCY WHICH IS REQUIRED IN THIS POSITION. UNDER APPLICABLE MAJOR FUNCTIONS, IDENTIFY THE CORRESPONDING PRIMARY RESPONSIBILITY (FROM PG.3).

C = CONTINUOUSLY (>66%); F = FREQUENTLY (34-66%); O = OCCASIONALLY (10-33%); R = RARELY (<10%); N/A = NOT APPLICABLE

Physical Demands		Frequency	Applicable Major Functions
☐ Balancing			
☐ Climbing			
☐ Crawling			
☑ Fine Dexterity		C	All
☐ Foot Controls			
☑ Hearing		F	Meetings, focus groups
☐ Kneeling/Crouching/Bending			
☑ Manual Dexterity		C	All
☐ Lifting/Carrying # of pounds _____ *Lifting/Carrying 25 lbs or more will require a physical exam.	Span of Lift: ☐ Floor to Waist ☐ Floor to Shoulder ☐ Waist to Shoulder ☐ Other:		
☐ Pushing/Pulling # of pounds _____ *Pushing/Pulling 25 lbs or more will require a physical exam.			
☐ Reaching			
☑ Sitting		C	All
☑ Standing		F	Meetings, focus groups
☑ Talking		C	Meetings, Supervising
☐ Twisting			
☑ Upper Extremity Repetitive Motion		C	All
☑ Seeing		C	All
☐ Walking/Running Short Distances	Length of distance _____		
☐ Walking/Running Long Distances	Length of distance _____		
☐ Other _____			

Mental Demands	Frequency	Applicable Major Functions
☑ Analysis/Reasoning	C	All
☑ Communications Skills (as distinguished from talking)	F	Meetings, focus groups
☑ Math/Mental Computation	F	AHP
☑ Reading	F	All
☑ Sustained Mental Activity (e.g., auditing, grant writing, composing reports, problem solving)	C	All
☑ Writing	F	All
☐ Other _____		

Environmental Demands	Frequency	Applicable Major Functions
☐ Asbestos		
☐ Dust		
☑ Frequent Task Changes	C	Supervising, All
☑ High Volume Public Contact	F	Meetings, focus group
☐ Loud Noise		
☐ Physical Danger		
☑ Tedious/Exacting Work	C	All
☐ Temperature Extremes		
☐ Toxic Substances (e.g., solvents, degreasers, herbicides, pesticides, asbestos, printer toner, etc.)		

TO THE EMPLOYEE: THIS SECTION IS TO BE SIGNED BY THE INCUMBENT.

I have reviewed the contents of the questionnaire, and it accurately describes my job.

Print Name Sign Date

TO THE SUPERVISOR: PLEASE PROVIDE ANY ADDITIONAL INFORMATION THAT YOU BELIEVE WILL CONTRIBUTE TO A CLEARER UNDERSTANDING OF THE DUTIES PERFORMED BY THIS POSITION. USE ADDITIONAL PAPER IF NEEDED.

Comments:

Print Name Sign Date

TO THE AGENCY DIRECTOR OR THE AUTHORIZED REPRESENTATIVE OF THE AGENCY DIRECTOR:

I have reviewed the contents of the questionnaire, and it accurately describes this position.

Print Name Sign Date

** Please attach an organization chart clearly identifying each position's official classification title, position number, class code, and grade. Include at least two levels of supervision above this position, this position's co-workers, and if applicable, subordinates. **If requesting a reclassification,** two (2) organization charts (current and proposed) must be attached.