

Updated: September 16, 2015
Position Title: Insurance Plans Coordinator
Staff Group: Ministries and Faith Development, Office of Church Staff Finances (OCSF)
Reports To: Health Plan Director
Location: Boston, MA (onsite)
Grade: 9, Full Time

Basic Purpose: To administer the enrollment and billing services of the UUA Health Plan and Group Insurance Plans (dental, term life, and long-term disability insurances).

Principal Responsibilities

1. Enrollment and billing:

- Administers the UUA Health and Group Insurance Plans (GIP), reviewing, authorizing and processing requests for enrollments, terminations, coverage, and address and ID card changes in accordance with plan documents, federal law and regulations, vendor contracts, and insurer rules and procedures.
- Answers benefit, plan design, and premium questions from congregations, ministers, and other congregational staff, directing them, as appropriate, to online resources.
- Works closely with the UUA's Office of Human Resources to ensure coordination of the congregational and "home office" plans.
- Collaborates with the Transitions Office, maintains and enhances procedures for transferring and updating benefits for all transitioning staff to ensure continuous coverage during breaks in service.
- Maintains calendared files and procedures for transitioning 65-year olds to Medicare, for terminating coverage of dependents who age out of plan eligibility, and retirees who may retain dental enrollment in retirement.
- Assists with planning for and implementation of the annual open enrollment period.
- Maintains the documentation used to enforce congregational compliance with plan rules and procedures.

1. Financial management:

- Working through contracted vendor(s), manages the monthly billing and collection process, including problem solving with congregations, individuals, and vendors through to final resolution.
- Monitors vendor(s) monthly report cycles, assures receipt by Finance, and interfaces between Finance and vendor(s) on routine issues.
- Monitors monthly accounts receivable activity and recommends corrective action to supervisor.
- Creates a monthly statistical report on GIP enrollment, creates payment detail reports for GIP carriers, and prepares check requests for approval.

2. Congregational and subscriber compliance reporting and audit preparation:

- Facilitates congregation and individual compliance with federal and plan reporting requirements including enrollment documentation, updates to subscription agreements, timely reporting of personnel and

compensation changes, certification of contributions, documentation of congregational resolutions, and timely submission of the annual “UUA Staffing and Compensation Report.”

- Conducts periodic reviews of congregational compliance with UUA recordkeeping and documentation policies, and prepares reports for auditors.
3. Strategic communication: Participates in crafting editorial content related to the marketing of the UUA Health and Group Insurances Plans.
 4. Database maintenance:
 - Assists in the design and maintenance of a master database to track congregational and staff participation in the UUA Health, Group Insurance, and Retirement Plans; assists in data migration to database. Inputs data derived from the UUA Staffing and Compensation Report and the retirement, health, and group insurance databases.
 - Manages the reconciliation of internal database records with insurer files quarterly or as required by contract with insurers and vendors.
 - Produces reports and analyses as required.
 5. Retirement plan administration:
 - Provides backup staffing to the Retirement Plan Director. Processes and approves distribution, loan, and information requests from plan participants and participating employers.
 - Participates in continuing education opportunities to enhance knowledge of federal retirement plan law and regulations.
 6. Other OCSF responsibilities:
 - Maintains operations manual with complete, current documentation for all essential tasks.
 - Provides administrative support to supervisor.
 7. Performs other duties as requested by supervisor, the Office of Church Staff Finances Director, the Director of Ministries and Faith Development, the Program and Strategy Office, the Treasurer and Chief Financial Officer, or the President.

Qualifications: This is an exempt, Grade 9 position (expected hiring range \$37,000-\$45,700 depending on experience). Candidates must be extremely detail oriented and have strong communication, analytic, organizational, and outstanding customer service skills. High proficiency in Microsoft Office (Word, Excel, Outlook, and especially Access) and math skills are essential. A sound grasp of benefits plans administration or the fundamentals of insurance as demonstrated by industry experience and/or participation in CEBS or similar training programs is a significant plus. Familiarity with HRIS, enrollment/billing systems and ad hoc queries of complex databases is preferred. Web content management system (CMS) or other web management software experience is helpful as is knowledge of Unitarian Universalist congregational life. Some travel may be required.

How to Apply: People with disabilities, people of color, Hispanic/Latino/a and LGBTQ candidates are encouraged to apply. Send a cover letter and your résumé via e-mail—indicating “Insurance Plans Coordinator” in the subject line—to careers@uua.org, via fax to (617) 948-6467, or to Human Resources, UUA, and 24 Farnsworth Street, Boston, MA 02210. E-mail submissions preferred.

About the UUA: The Unitarian Universalist Association is an historic, progressive, religious denomination headquartered in Boston with offices in Washington, DC and at the United Nations in New York City. Our faith community of more than 1,000 self-governing congregations brings to the world a vision of religious freedom, tolerance, and social justice. Our normal workweek is 35 hours, we pay 80% contribution towards health insurance premiums, 11% towards retirement (after one year), and have generous paid time-off policies. We are a great place to work and are seeking to increase the diversity of our staff. The UUA is an Equal Opportunity Employer. For more information on the UUA, visit us online at UUA.org.