



# CAPITAL HEALTH PLAN (CHP)

Last Updated: February 07, 2019

**This list is updated as changes occur.  
All positions are located in Tallahassee, Florida.**

Posting Date	Job Title	Department	CHP Location	Schedule/Hours	Job Summary	Minimum Qualifications	Closing Date
<b><u>TO APPLY, PLEASE SUBMIT A SEPARATE EMPLOYMENT APPLICATION AND/OR RESUME PER JOB VACANCY</u></b>							
02/07/19	Utilization Management Nurse I	Care Coordination	Centerville Road	M-F, 8 am – 5 pm	Applies a multidisciplinary approach to organize, coordinate, monitor, evaluate and modify plans of care and/or service requests, focusing on selected complex medical and psychosocial needs of members and their families. Assures the coordination of evidence-based, cost efficient medical outcomes for the member and organization. Collaborates to perform first level reviews to authorize services, procedures and tests in accordance with CHP benefit criteria, applicable regulatory review criteria and nationally accepted criteria for medical necessity and benefit determinations.	Licensed Nurse in the State of Florida. Skilled in the use of MS office software. Must occasionally lift and/or move up to 10 pounds. Able to work evenings, weekends and holidays as directed, and to travel locally.	None
02/07/19	Member Services Representative (10am -7pm)	Member Services	Raymond Diehl	M – F, 10 am – 7 pm (Hours during initial 6-week training are 8am – 5 pm)	Answers calls, correspondence, email and face-to-face inquiries from insurance plan members, providers and the community at-large. Provides verbal and/or written responses to inquiries, or refers contact to appropriate party. Provides assistance for resolving problems concerning CHP membership and services.	High school diploma or equivalent (GED). A minimum of one year of job related experience (call center, medical office) is preferred.	None



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02/05/19	Clinical Improvement Nurse	Clinical Quality & Performance Improvement	Governors Square	M – F, 8:00 am – 5:00 pm Evenings and Saturdays as needed	Proactively works to improve the health status of identified populations with chronic conditions. Implements, promotes and participates in wellness and health related activities.	Florida RN Nursing license. Must occasionally lift and/or move up to 200 pounds (pushing a patient in a wheelchair).	None
02/04/19	Enrollment Support Representative	Enrollment	Raymond Diehl	M-F, 8 am – 5 pm	Handles various mail-outs and fulfillment requests. Monitors inventory levels, acts as a backup to the Office Clerk, and performs other support duties for Enrollment.	High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Six months experience preferred. Must occasionally lift and/or move up to 25 pounds. Able to work evenings and Saturdays as directed. Frequently exposed to moving mechanical parts.	None
02/04/19	Receptionist (Complex Care)	Complex Care	Governors Square	M-F, 8 am – 5 pm	Receives patients with medical appointments, answers phone, schedules physician appointments, collects payments, and performs clerical and administrative support services.	High school diploma or equivalent (GED). Preference will be given to candidates with prior medical office experience and a working knowledge of medical terminology and triaging procedures. Microsoft Windows experience helpful.	None



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01/30/19	Claims Examiner I	Claims	Raymond Diehl	M-F, 8 am – 5 pm	Analyzes insurance claims of low to moderate levels of difficulty to determine extent of Capital Health Plan’s liability. Adjudicates claims in accordance with departmental policy and provider agreements.	High school diploma or equivalent (GED). Able to meet and maintain state, federal and CHP guidelines and standards for timeliness and accuracy of claims processing. Working knowledge of industry standard procedures and diagnosis codes is preferred.	None
01/21/19	Care Manager I	Care Coordination	Centerville Road	M-F, 8 am – 5 pm	Reviews and manages care for Capital Health Plan members in hospital, skilled nursing, and home health settings. Ensures appropriate care level and setting, facilitates discharge planning, and follow up medical services for patients assigned for care management. Directs patient and family to resources for services not covered by insurance.	Licensed Medical Professional in the State of Florida. Experience with MS Office software required.	None
01/21/19	Grievance and Regulatory Manager	Care Coordination	Centerville Road	As required	Provides oversight for grievance/appeal and organizational determinations which includes accountability within the department for monitoring compliance with all federal and state regulations including CMS, and NCQA accreditation standards. Actively participates in the daily activities	Licensed Medical Professional in the State of Florida. Bachelor’s degree from four year college or university or one to two years’ related experience and/or training; or equivalent combination of education and experience. Skilled in use of Microsoft	None



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					related to grievance/appeals. Creates, maintains, and prepares required reports to meet company and regulatory requirements for grievance, appeals, and organizational determinations.	office and database software. Must occasionally lift and/or move up to 25 pounds. Preference will be given to candidates with one or more of the following: (1) in-depth knowledge of regulatory and accreditation requirements for grievance, appeal and UM procedures, and (2) knowledge and understanding of clinical patient care.	
01/15/19	Enrollment Supervisor	Enrollment	Raymond Diehl	As required	Supervises and coordinates activities of the Enrollment staff. Organizes the daily workflow of the department and monitors the processes and output of the staff.	Associate's degree (A.A.) or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. A minimum of three years of related experience is preferred. Must occasionally lift and/or move up to 25 pounds.  Preference will be given to candidates with one or more of the following: (1) Supervisory experience (2) Experience with Microsoft Office, SharePoint, statistical analysis software, internet,	None



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						and database tracking systems, and (3) Experience researching and interpreting regulatory requirements.	
01/15/19	Medicare Sales Representative	Medicare Services	Raymond Diehl	As required	Sells Capital Health Plan Medicare Advantage plans to direct pay and employer group Medicare eligible beneficiaries by conducting educational seminars and participating in related marketing activities. Assists the Medicare Sales Manager in coordinating, tracking, and monitoring a variety of time sensitive materials, projects, and reports related to Capital Health Plan Medicare Advantage plans.	High school diploma or equivalent (GED). State of Florida Health Insurance License is required within three months of hire. Advanced Excel skills required. Proficient in Word and PowerPoint. Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Bachelor's degree (BA/BS) and at least two years of related experience is preferred. Basic web editing skills preferred.	None
12/10/18	Facilities Technician <b>THERE IS A CANDIDATE PENDING FOR THIS POSITION</b>	Facilities	Centerville Road	M-F, 8 am – 5 pm *	Performs basic repair and maintenance tasks at company owned facilities.	High school diploma or equivalent (GED). Prefer a minimum of 5 years of experience in one or more skilled trades including electrical, plumbing, carpentry, HVAC and /or construction. Local travel in company vehicle to all locations on short notice is required. Good driving record required.	None



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						<p>Basic Microsoft Office product skill, especially Word, Excel, and Outlook. *Must be available on short notice for emergency response after-hours, weekends and holidays as requested.</p> <p>Regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. Frequently required to taste or smell. Occasionally required to sit. Must frequently lift and/or move up to 100 pounds and occasionally lift and/or move more than 100 pounds. Occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of radiation or vibration. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision,</p>	



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						depth perception and ability to adjust focus.	
12/10/18	Premium Billing Analyst	Premium Billing	Raymond Diehl	M-F, 8 am – 5 pm	Performs timely, accurate production of bill runs for Members and Groups enrollment. Performs analytical review to ensure data integrity. Provides consistent and accurate reconciliation of premium records.	High school diploma or equivalent (GED). Must occasionally lift and/or move up to 25 pounds. Skilled in use of MSWord, Excel and calculator. A minimum of two years of related experience is preferred.	None
11/29/18	PA or APRN	Primary Care	Centerville Road	As required	To provide medical care in a primary care practice at CHP.	Licensed certified physician assistant or certified advanced practice registered nurse in the State of Florida. Basic Life Support Certification. Ability to perform typical procedures needed in a Primary Care setting. Primary Care experience is preferred. Must occasionally lift and/or move up to 100 pounds.	None
09/11/18	Utilization Management Nurse I <b>THERE IS A CANDIDATE PENDING FOR THIS POSITION</b>	Care Coordination	Centerville Road	M-F, 8 am – 5 pm	Applies a multidisciplinary approach to organize, coordinate, monitor, evaluate and modify plans of care and/or service requests, focusing on selected complex medical and psychosocial needs of members and their families. Assures the coordination of evidence-based,	Licensed Nurse in the State of Florida. Skilled in the use of MS office software. Must occasionally lift and/or move up to 10 pounds. Able to work evenings, weekends and holidays as directed, and to travel locally.	None



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					cost efficient medical outcomes for the member and organization. Collaborates to perform first level reviews to authorize services, procedures and tests in accordance with CHP benefit criteria, applicable regulatory review criteria and nationally accepted criteria for medical necessity and benefit determinations.		
09/07/18	Ophthalmic Technician	Eye Care	Centerville Road*	40-hour work week may vary between the hours of 8am-6pm, M-F based upon the company's needs.	Assists the optometrists with all aspects patient care, maintains exam rooms, instruments and supplies, and participates in the care and training of contact lens patients.	High school diploma or general education degree (GED). Knowledge of medical terminology. Must occasionally lift and/or move more than 100 pounds.  (*Based upon the company's needs, work location may be reassigned (to Centerville or Governors Square) at any time.)	None
06/18/18	Medical Assistant (Wound Care)	Wound Care Center	Centerville Road	M-F, 8 am – 5 pm	Provides direct patient care and assists with the delivery of patient care area under the supervision of the Lead Wound Care Nurse.	High school diploma or general education degree (GED). Basic Life Support Certification required. Certified or Registered Medical Assistant Certificate required. Must be able to navigate a software program with a keyboard and mouse.	None





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						Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds.	
06/18/18	Member Services Representative (9 am - 6 pm)	Member Services	Raymond Diehl	M-F, 9:00 am – 6:00 pm (Hours during initial 6-week training are 8am – 5 pm)	Answers calls, regarding inquiries from insurance plan members and the community at-large. Provides verbal and/or written responses to inquiries, or refers contact to appropriate party. Provides assistance for resolving problems concerning CHP membership and services.	High school diploma or equivalent (GED). A minimum of one year of job related experience (call center, medical office) is preferred.	None
05/08/18	Receptionist (Primary Care)	Reception	Varies	M-F, 8:00 am – 5:00 pm	Receives patients with medical appointments, answers phone, schedules physician appointments, collects payments, and performs clerical and administrative support services.	High school diploma or equivalent (GED). Microsoft Windows experience helpful. Must occasionally lift and/or move up to 10 pounds. Preference will be given to candidates with prior medical office experience and a working knowledge of medical terminology.	None
04/25/18	Member Services Representative (12 pm - 9 pm)	Member Services	Raymond Diehl	M – F, 12 pm – 9 pm (Hours during initial 6-week training are 8am – 5 pm)	Answers calls, regarding inquiries from insurance plan members and the community at-large. Provides verbal and/or written responses to inquiries, or refers contact to appropriate party. Provides assistance for resolving problems concerning CHP membership and services.	High school diploma or equivalent (GED). A minimum of one year of job related experience (call center, medical office) is preferred.	None



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03/22/18	Clinical Case Manager	Care Coordination	Centerville Road	M – F, 8:00 am – 5:00 pm	Provides oversight and coordination of care for members across the continuum of care while adhering to professional standards of case management practice and meeting regulatory standards.	Licensed Medical Professional in the State of Florida. Must have or obtain Case Management certification within 12 months of hire. Skill in MS Office. Must occasionally lift and/or move up to 10 pounds. Local travel is required. Preference may be given to candidates with one or more of the following: (1) Experience managing the coordination of care for complex medical cases, including catastrophic and /or chronic conditions (2) Experience in Medical Coding.	None
03/19/18	Actuarial Analyst I or II	Finance – Actuarial Services	Raymond Diehl	As required	Develops and implements underwriting and pricing rates for employer group accounts in accordance with the Plan's underwriting guidelines. Additionally, the position will monitor and analyze the Plan's underwriting performance and report results to management.	Bachelor's Degree in Accounting, Finance, Statistics, Economics, Business Administration or Mathematical Science. <b>AA I:</b> One to two years related experience preferred. <b>AA II:</b> Three to four years related experience preferred.  Capital Health Plan does not sponsor individuals for the purpose of obtaining or maintaining H-1B, O-1, or	None



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						other nonimmigrant work authorizing status for this position.	
02/26/18	Care Manager I	Care Coordination	Centerville Road	M-F, 8 am – 5 pm	Reviews and manages care for Capital Health Plan members in hospital, skilled nursing, and home health settings. Ensures appropriate care level and setting, facilitates discharge planning, and follow up medical services for patients assigned for care management. Directs patient and family to resources for services not covered by insurance.	Licensed Medical Professional in the State of Florida. Experience with MS Office software required.	None