



# CAPITAL HEALTH PLAN (CHP)

Last Updated: March 09, 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>							
03/09/19	Member Services Representative (8 am - 5 pm)	Member Services	Raymond Diehl	M-F, 8:00 am – 5:00 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
03/04/19	Optical Technician or Licensed Optician	Eye Care	Centerville Road*	Based upon the company's needs, weekly work schedule may vary between M-F 8 am – 6 pm or four 10-hour rotating shifts.	Provides optical ordering, dispensing and fabrication services within the Eye Care department.	High school diploma or equivalent (GED). Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Preference will be given to candidates with prior medical office experience. <b>Licensed Optician:</b> Florida Optician License required. ABO/ NCLE certification preferred.  (*Based upon the company's needs, work location may be reassigned (to Centerville or Governors' Square) at any time.)	None
03/01/19	Risk Adjustment Business Analyst	Finance	Raymond Diehl	As required	Leads, coordinates, and provides oversight for all activities pertaining to risk adjustment to ensure all organizational targets,	Bachelor's degree (BA/BS) from four-year college or university; or four to five years' related experience	None



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					goals, and deliverables are met.	and/or training; or equivalent combination of education and experience. Experience applying Medicare Advantage and ACA Risk Adjustment methodologies, and experience with CPT, HCPCS, and ICD10 coding is required. Preference will be given to candidates with SQL and/or data mining and reporting experience. At least 5 years of related experience is preferred. Must occasionally lift and/or move up to 10 pounds.	
03/01/19	Certified Nursing Assistant	Central Supply	Centerville Road	M-F, 8 am – 5 pm	Assists with maintaining equipment and medical supplies within Central Supply and ensuring delivery of supplies to suites for patient care.	High school diploma or general education degree (GED). Certified Nursing Assistant, Licensed by the Florida Board of Nursing, and Basic Life Support Certification required. Must be able to navigate a software program with a keyboard and mouse. Able to work evenings, weekends and holidays as directed, and to travel locally. Must regularly lift and/or move up to 10 pounds, frequently move and/or lift 25 pounds and	None



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						occasionally lift and/or move more than 100 pounds. The employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of electrical shock.	
02/25/18	Senior Actuarial Analyst	Finance – Actuarial Services	Raymond Diehl	As required	Assists in evaluating government regulations regarding product pricing and financial reporting to the Centers for Medicare and Medicaid Services (CMS). Responsible for underwriting and actuarial analyses in support of the Plan’s premium rates. Reports to senior management, department heads and other staff on a variety of business support functions to evaluate and monitor operational activity and financial results.	Bachelor’s Degree in Accounting, Finance, Statistics, Economics, Business Administration or Mathematical Science. Five years related experience preferred. Associate of Society of Actuaries (ASA) certification preferred.  Capital Health Plan does not sponsor individuals for the purpose of obtaining or maintaining H-1B, O-1, or other nonimmigrant work authorizing status for this position.	None
02/25/19	Network Administrator	Information Systems	Centerville Road	As required	Provides technical support for the computer network including maximizing system efficiency, installation and set-up of system applications, managing servers and technology initiatives. Troubleshoots networking and system problems.	High school diploma or equivalent (GED). A Bachelors degree is preferred. A minimum of three years of related experience is preferred. Must occasionally lift and/or move more than 100 pounds and is	None



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						occasionally exposed to moving mechanical parts and risk of electrical shock.	
02/25/19	Accounting Clerk II	Finance - Accounting	Raymond Diehl	M-F, 8 am – 5 pm	Provides support services to Accounting Department by performing accounting and clerical functions and other duties as assigned. Constant coordinating with accounting staff, management and other CHP departments.	High school diploma or general education degree (GED). Must occasionally lift and/or move up to 25 pounds. A minimum of two years of related experience is preferred.	None
02/16/19	Receptionist (Eye Care)	Eye Care	Centerville Road*	Based upon the company's needs, weekly work schedule may vary between M-F 8 am – 6 pm or four 10-hour rotating shifts.	Serves as initial contact with CHP members in the Eye Care Dept and for direction of members through the system. Maintains appointment schedules, collects fees, manages medical records, telephone messages and patient flow.	High school diploma or equivalent (GED). Preference will be given to candidates with prior medical office experience.  (*Based upon the company's needs, work location may be reassigned (to Centerville or Governors Square) at any time.)	None
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,	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.		
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
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	High school diploma or general education degree (GED); or one to three months related experience and/or	None



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					other support duties for Enrollment.	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.	
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
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



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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 related to grievance/appeals. Creates, maintains, and prepares required reports to meet company and regulatory requirements for grievance, appeals, and organizational determinations.	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 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	None



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						of clinical patient care.	
01/15/19	Enrollment Supervisor <b>THERE IS A CANDIDATE PENDING FOR THIS POSITION</b>	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, and database tracking systems, and (3) Experience researching and interpreting regulatory requirements.	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	None





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						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.	
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. Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds.	None
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



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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
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	None



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						care for complex medical cases, including catastrophic and /or chronic conditions (2) Experience in Medical Coding.	
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 other nonimmigrant work authorizing status for this position.	None
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	Licensed Medical Professional in the State of Florida. Experience with MS Office software required.	None



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					not covered by insurance.		