



CAPITAL HEALTH PLAN (CHP)

Last Updated: February 28, 2022

**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
<u>TO APPLY, PLEASE SUBMIT A SEPARATE EMPLOYMENT APPLICATION AND/OR RESUME PER JOB VACANCY</u>							
2/28/22	Member Services Representative (8 am–5 pm)	Member Services	Metropolitan Blvd	M-F, 8 am– 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
2/11/22	Compliance Director	Compliance	Centerville	As required	Oversees the functioning of the Compliance Department. Facilitates any corrective actions or changes as needed. Represents Compliance internally and externally with any communication to our business partners, colleagues and regulatory entities. Facilitates organizational compliance with all relevant laws and regulatory requirements on both state and federal levels. Assists with the oversight and direction of compliance functions through research and analysis and auditing and monitoring of	Bachelor’s degree (BA/BS) or equivalent from a four-year college or university; or one to two years of related experience or training; or an equivalent combination of education and experience. A minimum of four years of related experience in a Medicare Advantage and commercial managed care environment is preferred. Must occasionally lift and/or move up to 25 pounds.	None

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					internal and external stakeholders. Has primary Compliance responsibility for delegated entity oversight.		
2/7/22	Payment Integrity Manager	Claims	Raymond Diehl	As required	Manages the Payment Integrity Team and their processes including but not limited to claims training, refunds, and audits. Performs analyses of data for Claims Operations improvement purposes. Key stakeholder in QNXT Core team.	Bachelor's degree (BA/BS) from four-year college or university; or one to two years' related experience and/or training; or equivalent combination of education and experience. Must be able to work evenings and weekends as directed. Must be able to travel 1 -2 times per year for work related conferences.	None
2/1/22	Senior Compliance Analyst	Compliance	Centerville	As required	Ensures organizational compliance with all relevant laws and regulatory requirements on both state and federal levels. Assists with the oversight and direction of compliance functions through research, analysis, auditing and monitoring of internal and external stakeholders. Has primary responsibility for delegated entity oversight.	Bachelor's degree (BA/BS) or equivalent from a four-year college or university; or one to two years of related experience or training; or an equivalent combination of education and experience. A minimum of four years of related experience in a Medicare Advantage and commercial managed care environment is preferred.	None



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						Must occasionally lift and/or move up to 25 pounds.	
1/27/22	Operational Research Specialist	Claims	Raymond Diehl	M – F, 8 am – 5 pm	Researches pending claims, denials, adjustments, and refunds to determine root-cause. Identifies opportunities for improved automation across all areas of Claims Operations and collaborates with other departments to test and implement changes.	Associate's degree (AA/AS) 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. Must occasionally lift and/or move up to 25 pounds. Must be willing to work overtime, evenings, and weekends as directed. Out of town travel for training, meetings, conferences and seminars may be required as needed.	None
1/27/22	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. Must be willing to work evenings, weekends, and overtime as	None



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						directed. Working knowledge of industry standard procedures and diagnosis codes is preferred.	
1/21/22	Accounting Clerk II	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
1/11/22	Service Desk Analyst	IS – Operations	Centerville Road	M-F, 8 am – 5 pm	Provides telephony or e-mail first line support and triage for technical and system issues to internal users only. Triage issues that cannot be resolved and route work orders to appropriate personnel. Manages the equipment ordering process and RMA's as needed.	High school diploma or general education degree (GED). One year of experience is preferred. Must occasionally lift and/or move up to 25 pounds.	None
1/5/22	Accounting Clerk II	Accounting Services	Raymond Diehl	M-F, 8 am – 5 pm	Coordinates and oversees all patient and insurance billings and collections.	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	None

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						education and experience. A minimum of four years of related experience is preferred.	
12/23/21	Optical Technician or Licensed Optician	Eye Care	Governors Square*	Based upon the company's needs, weekly work schedule may vary between M-F 8 am – 5:30 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. Licensed Optician: Florida Optician License required. ABO/ NCLE certification preferred.	None
12/15/21	RN (Urgent Care)	Urgent Care	Metro	Three 12-hour rotating shifts (including every other weekend, evenings and some holidays).	Formulates and implements plan of care for patients telephoning or visiting Urgent Care. Provides Urgent Care nursing services for CHP members.	Florida RN Nursing License. Basic Life Support Certification. Must occasionally lift and/or move more than 100 pounds. Ability to learn and use Windows-based software system to document care of members.	None
12/15/21	Ophthalmic Technician	Eye Care	Centerville Road*	40-hour work week may vary between the hours	Assists the optometrists with all aspects patient care, maintains exam rooms, instruments and	High school diploma or general education degree (GED). Knowledge of	None



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				of 8am-6pm, M-F based upon the company's needs.	supplies, and participates in the care and training of contact lens patients.	medical terminology. Must occasionally lift and/or move more than 100 pounds.	
12/15/21	Receptionist (Urgent Care)	Urgent Care	Metropolitan Blvd	Three 12 hour rotating shifts (including every other weekend and some holidays).	Interviews incoming patient or representative and enters information required for admission into computer. Collects, records, and reconciles payments for services at discharge.	High school diploma or equivalent (GED). Preference will be given to candidates with prior medical experience and a working knowledge of medical terminology. Microsoft Windows experience helpful.	None
11/30/21	Ultrasonographer (part-time)	Radiology	Metropolitan Blvd	M-F, 9am – 10 pm (Two 12-hour rotating shifts)	Under the direction of a Radiologist, performs diagnostic sonographic procedures.	American Registry for Diagnostic Medical Sonography (ARDMS) and Basic Life Support Certification required. Must occasionally lift and/or move more than 100 pounds.	None
11/23/21	Account Executive	Sales & Account Management	Metropolitan Blvd	As required	Sells and promotes Capital Health Plan Employer Group, Medicare Advantage, and Individual & Family plans, by conducting educational seminars and participating in related marketing activities. Manages and services existing accounts directly and through	Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. A minimum of two years of related experience is preferred. Must	None



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					partner agents to ensure successful retention of employer groups. Assists the Director, Sales & Account Management in implementing the strategic marketing plan and in coordinating, tracking, and monitoring projects and reports related to renewal and new sales activity.	obtain a State of Florida Health Insurance License within six months of appointment and successfully complete the annual CMS Plan Year Marketplace training.	
11/10/21	Enrollment Support Representative	Enrollment	Metropolitan Blvd	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
10/31/21	Accounting Clerk I	Accounting Services	Raymond Diehl	M-F, 8 am – 5 pm	Performs various Accounts Payable and Patient Accounting duties, including collections and assisting with billing	High school diploma or equivalent (GED). The employee must occasionally lift and/or move up to 25 pounds. A minimum of one	None

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					involving other insurance carriers.	year of related experience is preferred. Preference will be given to candidates with experience in one or more of the following: medical billing and/or accounts payable.	
10/20/21	Member Services Representative (12 pm–9 pm)	Member Services	Metropolitan Blvd	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
10/11/21	Receptionist (NVV CHA)	NVV Center for Healthy Aging	Metropolitan Blvd	M-F, 8:00 am – 5:00 pm	Receives patients with medical appointments, answers phones, schedules physician appointments, and performs clerical and administrative support services.	High school diploma or general education degree (GED). Preference will be given to candidates with prior medical office experience and a working knowledge of medical terminology. Microsoft Windows experience helpful. The employee must occasionally lift and/or move up to 10 pounds.	None



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10/11/21	Payroll Specialist	Accounting	Raymond Diehl	M-F, 8 am – 5 pm	Performs job functions in both the payroll and accounting areas. Able to process bi-weekly payroll for 450+ employees. Performs general accounting functions in support of periodic reporting, budget and audit requirements.	High school diploma or equivalent (GED). Occasionally lift and/or move up to 25 pounds.	None
10/5/21	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	None



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						and understanding of clinical patient care.	
9/25/21	Business Intelligence Analyst	IS – Programming	Centerville Road	As required	Designs and develops complex computer solutions and applies technology to meet the unique needs of the organization. Analyzes requirements and develops programs. Writes, tests, documents, and maintains computer programs.	Bachelor's degree (B. A.) from four-year college or university; or five to eight years related experience and/or training; or equivalent combination of education and experience. A minimum of five years of related experience is preferred. Preference will be given to candidates with experience in Microsoft ETL/data integration tools (SSIS, SSAS, SSRS, and T-SQL scripts).	None
9/25/21	Healthcare Economics Analyst I	Finance – Decision Support	Raymond Diehl	M – F, 8 am – 5 pm	Develops and implements medical economics analysis for operational and finance support. Position works in close collaboration with various departments on a variety of business support functions to evaluate and monitor operational and financial results.	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. Must occasionally lift and/or move more than 10 pounds. Strong PC and financial modeling skills required. Intermediate data mining and	None



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						<p>reporting skills and excellent writing and research skills required. A strong understanding of relational databases is necessary. Skilled in the use of various technical tools (e.g. SQL, Excel, DxCG, VB). One to two years related experience preferred.</p> <p>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.</p>	
9/21/21	Actuarial Analyst I	Finance – Actuarial Services	Raymond Diehl	As required	<p>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.</p>	<p>Bachelor’s Degree in Accounting, Finance, Statistics, Economics, business Administration or Mathematical Science. One to two years related experience preferred.</p> <p>Capital Health Plan does not sponsor individuals for the purpose of obtaining or</p>	None



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						maintaining H-1B, O-1, or other nonimmigrant status for this position.	
9/21/21	Accountant	Finance	Raymond Diehl	As required	Applies principles of accounting to analyze financial information and prepare financial reports for management. Prepares required regulatory and compliance reports and tax returns for company.	Fifth year college or university program certificate; or two to four years related experience and/or training; or equivalent combination of education and experience. A minimum of three years of related experience preferred.	None
8/14/21	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 ome 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
7/23/21	Assistant HR Operations Manager	Human Resources	Centerville Road	As required	Assists Director in the operations of the HR department and substitutes in	Bachelor's degree in Business Administration, Management, Finance or related field and a	None

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					supervisor's absence. Acts as Director in supervisor's absence. Primary HR business partner and SME to all organizational levels in order to help maximize the performance, productivity and profitability of the company through its workforce.	<p>minimum of 5 years HR generalist experience preferably in a HRDOO environment or equivalent combination of training and experience. PHR/SPHR or SHRM-CP/SCP certification or obtain within 1 year of hire. Regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Valid driver's license to allow travel to local CHP locations on short notice.</p> <p>Preference may be given to candidates skilled in one or more of the following: (1) HR operations, (2) developing HR practices and initiative, and (3) implementing HRIS.</p>	
5/13/21	LPN (NVV CHA)	NVV Center for Health Aging	Metropolitan Blvd	M- F, 8 am – 5 pm	Provides direct patient care and coordinates delivery of health care within the patient care area. Assists physician with patient treatment as directed.	LPN licensure in the State of Florida. Basic Life Support Certification. Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds.	None



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3/26/21	Cybersecurity Engineer THERE IS A CANDIDATE PENDING	Information Systems	Centerville	As required	Performs, implements, and recommends security solutions in IT environments including, but is not limited to, client/server platforms, networks, and associated software environments. Activities include site security administration, ethical hacking, system security monitoring, research, and security tools installation and maintenance. Facilitates existing processes, standards, policies, procedures, guidelines, and/or equipment and makes process improvement recommendations to management ensuring compliance with laws, rules, and regulations while managing business risks.	Bachelor's degree (BA/BS) from four-year college or university; or one to two years' related experience and/or training; or equivalent combination of education and experience. Five years experience preferred. Information security certifications such as CISSP and/or CISM preferred.	None
3/11/21	Utilization Management Nurse I	Care Coordination	Centerville Road	M-F, 8 am – 5 pm	Coordinates the utilization management decision-making process by conducting clinical reviews of proposed or completed services to determine medical appropriateness of services	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	None

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					following evaluation of national standardized criteria, local plan rules, guidelines and benefit plan determinations.	holidays as directed, and to travel locally.	
3/11/21	HCC Coder	Finance	Raymond Diehl	M- F, 8 am – 5 pm	This role will provide coding quality auditing services and evaluate clinical documentation to ensure accurate coding. This position is responsible for timely communication of identified quality issues concerning documentation and coding. The ultimate goal is improvement in coding accuracy. The minimum productivity goal is set by project with an expectation of minimum 95% accuracy rate.	High School diploma or equivalent required. Associate's degree or equivalent from two-year college or technical school preferred. AAPC/AHIMA certification and at least 1 year of previous coding experience required. Certified Professional Coder (CPC) or Certified Risk Adjustment Coder (CRC) preferred.	None
9/24/20	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 ome health settings. Ensures appropriate care level and setting, facilitates discharge planning, and follow up medical services for patients assigned for care management. Directs patient	Licensed Medical Professional in the State of Florida. Experience with MS Office software required.	None



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					and family to resources for services not covered by insurance.		
3/5/20	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
10/14/19	Certified Nursing Assistant THERE IS A CANDIDATE PENDING	Central Supply	Metropolitan Blvd*	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	



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						pounds, frequently move and/or lift 25 pounds and 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.	