

Anoka-Hennepin Independent School District #11
Job Description

Title: Insurance Benefits Supervisor
Department: Labor Relations & Benefits - Insurance
Reports to: Director of Labor Relations & Benefits
Prepared Date: October 2024

JOB SUMMARY

Manage all functions of the administration of Anoka-Hennepin’s employee benefits, including the supervision of Anoka-Hennepin’s Insurance Benefits staff. Manage, coordinate, and ensure compliance in all aspects of employee benefits including but not limited to: the self-insured medical, dental, and worker’s compensation plans; the fully insured group term life and long term disability plans; HRA and FSA benefits, COBRA, HIPAA, and ACA administration. Coordinate all aspects of the annual insurance open enrollment process. Communicate with and educate employees about insurance and retirement benefits based on the various School District labor agreements and employment policies. Collaborate with internal stakeholders to identify and implement opportunities for improved benefits, streamlined processes, and automation of manual tasks. Collaborate, troubleshoot, and resolve benefit issues with third party administrators, insurance consultants, and insurance carriers. Ensure information accuracy by determining department work flow and by reconciling claims, fees, premium billing statements, and insurance data

DUTIES AND RESPONSIBILITIES

- Lead and develop a high-performing Insurance Benefits team to deliver exceptional service to employees and ensure accurate benefit information management. Assume responsibility for the continuous improvement of benefit administration systems and processes, including: identifying areas for improvement, implementing solutions, working with staff to set and monitor goals, assigning tasks based on the skills and knowledge of staff, and ensuring that staff receive the training needed to be successful.
- Manage and coordinate all aspects of the yearly insurance open enrollment, including: participating in renewal meetings with consultants; reviewing and recommending benefit plan changes; preparing brochures, websites, and other communications; presenting the benefit updates and changes to staff at open enrollment meetings, coordinating with the external vendors and consultants on benefit documents, data audit documents, and timelines.
- Collaborate with third party administrators and insurance plan representatives to coordinate services between the vendors, carriers, District, and employees and to ensure accurate and efficient management of Anoka-Hennepin’s benefit plans. Review

Insurance Summary Plan Descriptions for accuracy and plan design. Authorize benefit exceptions based on unique circumstances.

- Coordinate the preparation of all calculations of retiree benefits based on the various labor agreements or employment contracts. Present and explain retiree benefits to groups and individuals. Calculate and prepare for authorization final retiree benefit letters, severance payments, and insurance benefit options. Ensure accuracy of all calculations and compliance with all employment agreements and laws.
- Audit insurance billing statements for accuracy with enrollments and compliance with contracts. Prepare monthly insurance premium bills, and claims and fee payments for processing.
- Ensure the accuracy of data in the Insurance database by managing information processes and balancing the employee benefits for each plan on a monthly basis. Problem-solve to resolve errors and implement process and procedure changes as needed.
- Manage all processes to ensure accurate and timely processing of in-house COBRA and MN Continuation administration to meet state and Federal requirements for former employees and dependents.
- Develop processes and procedures within the department to ensure compliance with HIPAA privacy law, MCDPA insurance data retention requirements.
- Educate stakeholders as needed on all aspects of benefit issues relating to employee leaves of absence, retirement, and/or resignation.
- Act as a resource for the Insurance Advisory Committee, the Wellness Steering Committee, and the Sick Leave Bank Committee.
- Meet with other Department Administrators to discuss and coordinate issues and provide information necessary for efficient School District operations.

SUPERVISORY RESPONSIBILITIES

Supervises the Human Resources Specialists and Generalists for Insurance.

EDUCATION and/or EXPERIENCE

- Bachelor's degree in human resources, business administrations, or related field (or equivalent experience)

- Proven experience working with insurance benefits and/or employee benefits administration, preferably in a supervisory role.
- Training in benefits administration is preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of insurance plans for Medical, Dental, Life and LTD
- Knowledge of current laws regarding benefits such as COBRA, MN Continuation, HIPAA, ACA, and MGDPA
- Knowledge of Flexible Benefit (cafeteria) Plans, Healthcare Reimbursement Arrangements, and Flexible Spending Accounts
- Knowledge of insurance plan information management
- Ability to work with large sets of data using computer applications (databases, spreadsheets)
- Communications and customer services skills
- Organizational and management skills
- Ability to present information in front of large groups
- Ability to handle challenging benefit situations of employees with sensitivity and knowledge

PHYSICAL FACTORS INCLUDE:

Work is conducted in a typical office setting, where occasional lifting of items such as file boxes may be required. This role involves sitting for extended periods, often involving extensive computer work and frequent phone use.