

**SUBJECT:** AN ORDINANCE OF THE MATANUSKA-SUSITNA BOROUGH ASSEMBLY CREATING A NEW REGULAR FULL TIME POSITION OF HEALTHCARE CONCIERGE AS A NON-BARGAINING UNIT POSITION WITHIN THE BOROUGH MANAGER'S OFFICE.

**AGENDA OF:** August 6, 2024

**ASSEMBLY ACTION:** Adopted with Assemblymember Nowers opposed  
09/03/24 - BJH

**AGENDA ACTION REQUESTED:** Introduce and set for public hearing.

Route To	Signatures
Originator	<div>8 / 7 / 2 0 2 4</div> <div>__X__ N S for A s s y m Y u n d t</div> <div>Signed by: Nicholas Spiropoulos</div>
Department Director	<div>8 / 7 / 2 0 2 4</div> <div>X S o n y a R . C o n a n t</div> <div>Signed by: Sonya Conant</div>
Finance Director	<div>8 / 7 / 2 0 2 4</div> <div>X C h e y e n n e H e i n d e l</div> <div>Signed by: Cheyenne Heindel</div>
Borough Attorney	<div>8 / 8 / 2 0 2 4</div> <div>__X__ N i c h o l a s S p i r o p o u l o s</div> <div>Signed by: Nicholas Spiropoulos</div>
Borough Manager	<div>8 / 8 / 2 0 2 4</div> <div>X M i c h a e l B r o w n</div> <div>Signed by: Mike Brown</div>
Borough Clerk	<div>8 / 8 / 2 0 2 4</div> <div>X L o n n i e M c K e c h n i e</div> <div>Signed by: Lonnie McKechale</div>

**ATTACHMENT (S):** Ordinance Serial No. 24-087 (2 pp)  
Position description (4 pp)

**SUMMARY STATEMENT:** This ordinance is sponsored by Assemblymember Yundt to create a new full time employee position of Healthcare Concierge.

Healthcare in the U.S. is notoriously complex. The system comprises a mix of private and public providers, insurers, and regulatory bodies, leading to a fragmented structure. High costs, varying levels of coverage, and intricate insurance plans add to the confusion for patients. Additionally, navigating differing provider networks, dealing with medical billing, and understanding frequent policy changes create significant challenges. This

complexity often results in difficulties accessing care, financial strain, and administrative burdens for employees and their families.

A Healthcare Concierge offers personalized assistance to employees and their families in navigating the complexities of healthcare, enhancing the overall efficiency and effectiveness of the health plan. Employees and their families can receive guidance on selecting appropriate healthcare providers, understanding their benefits, and managing their medical expenses, leading to increased satisfaction and better health outcomes. This translates to improved employee retention and potential cost savings through more informed healthcare decisions and optimized plan utilization. This offering helps create a more supportive and streamlined healthcare experience for our employees and families.

This ordinance will create a new regular full time position of Healthcare Concierge as a non-bargaining unit position within the Borough Manager's Office. It is anticipated that the position will be administratively assigned within Human Resources because Human Resources is the administrator of the healthcare plan for Borough employees. The person occupying the position will have access to extremely personal and sensitive information of employees. Major duties of the position may include employee liaison and advocacy, health plan education and selection, claims and billing support, wellness program activities, program improvement and compliance, and reporting.

Funding for the position will be made through existing appropriations from the same source as the current health plan, the health insurance internal service fund. The salary and benefits is expected to cost approximately \$118,953 per year. However, by helping employees navigate the healthcare system, it is expected that overall costs will be lowered because employees will be more aware of less expensive options for treatment.


**RECOMMENDATION OF ADMINISTRATION:** Introduce and set for public hearing.

## MATANUSKA-SUSITNA BOROUGH

## FISCAL NOTE

Agenda Date: August 21, 2024

SUBJECT: AN ORDINANCE OF THE MATANUSKA-SUSITNA BOROUGH ASSEMBLY CREATING A NEW REGULAR FULL TIME POSITION OF HEALTHCARE CONCIERGE AS A NON-BARGAINING UNIT POSITION WITHIN THE BOROUGH MANAGER'S OFFICE.

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT <b>YES</b> NO
AMOUNT REQUESTED \$118,953	FUNDING SOURCE Health Insurance Trust
FROM ACCOUNT # 635.000.000 4XX.XXX	PROJECT
TO ACCOUNT:	PROJECT #
VERIFIED BY:  Recoverable Signature X Merissa Carrell Signed by: Merissa Carrell	

## EXPENDITURES/REVENUES:

(Thousands of Dollars)

OPERATING	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029
Personnel Services		119.0				
Travel						
Contractual						
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous						
TOTAL OPERATING		119.0				

CAPITAL						
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REVENUE						
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## FUNDING:

(Thousands of Dollars)

General Fund						
State/Federal Funds						
Other		119.0				
TOTAL		119.0				

## POSITIONS:

Full-Time		1				
Part-Time						
Temporary						

## ANALYSIS: (Attach a separate page if necessary)

APPROVED BY:	<div>8 / 7 / 2 0 2 4</div> <div>X Cheyenne Heindel</div>
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Signed by: Cheyenne Heindel

IM No. 24-160  
Ordinance Serial No. 24-087



## Healthcare Concierge

### Administration

#### JOB SUMMARY

This position is responsible for providing personalized assistance and guidance to help employees navigate the complexities of the health care system.

Work is performed and duties are carried out in accordance with established policies, procedures, and Borough core values: Accountability, Customer Focus, Dedication, Integrity, Responsiveness and Teamwork.

This is a non-bargaining unit confidential position.

#### MAJOR DUTIES

- **Employee Liaison and Advocacy:** Serve as the primary liaison between employees and the health plan administrator, providing personalized assistance and advocacy; Assist employees in navigating the healthcare system, ensuring their concerns are heard, their rights are respected, and their needs are addressed promptly and effectively; Offer emotional support and compassionate guidance to employees facing health crises, serious illnesses, or medical emergencies.
- **Health Plan Education and Selection:** Educate employees on available health insurance plans, including coverage details, network providers, and benefits eligibility; Assist employees in selecting the most suitable health insurance plan based on their specific needs, financial considerations, and coverage preferences; Provide ongoing support and guidance to help employees understand their health plan benefits, including copayments, deductibles, and out-of-pocket expenses.
- **Claims and Billing Support:** Guide employees through the health insurance claims process, including submission of medical bills, explanation of benefits (EOB) statements, and resolution of billing discrepancies; Advocate on behalf of employees to ensure accurate and timely processing of insurance claims, addressing any billing errors or discrepancies that may arise.
- **Wellness Programs and Activities:** Promote employee participation in wellness programs, including fitness challenges, nutrition workshops, smoking cessation programs, and mental health resources; Collaborate with internal wellness committees or external wellness partners to develop and implement initiatives that promote employee well-being and

engagement; Provide educational resources and materials to employees on topics such as preventive care, chronic disease management, healthy lifestyle habits, and self-care strategies; Coordinate and schedule employee wellness activities, including the annual health fair, wellness-related presentations, and distribution of wellness information to empower employees to take an active role in managing their health and well-being.

- Program Improvement and Compliance: Gather feedback from employees on their experiences with the health care concierge service, identifying areas for improvement and opportunities to enhance the quality and effectiveness of the program; Stay updated on industry trends, best practices, and regulatory changes related to healthcare coordination and employee benefits, incorporating new knowledge and insights into service delivery; Comply with Affordable Care Act reporting requirements; Administer Family Medical Leave Act (FMLA) and Alaska Family Leave Act (AFLA) functions, including notification, approval, tracking, and follow-up; Conduct annual employee benefit open enrollments.
- Administrative and Reporting: Arrange and conduct new employee benefits introduction and enrollment; Maintain statistical data related to premiums, claims, and costs; Review and verify computer-generated benefits reports; Maintain summary plan descriptions and facilitate revisions as needed; assist in the development of employee benefit strategies; and provide data and information integral for effective labor relations; Establish and maintain files, records, and other employee benefits information, both in hard copy and through data entry into the payroll system; keep suspense files on recurring and other scheduled requirements for replies, reports, and other information reporting; Coordinate and support meetings of the MSB Health Care Committee.
- Performs related duties.

#### **KNOWLEDGE REQUIRED AT A LEVEL APPROPRIATE FOR THIS POSITION**

- Knowledge of state and federal laws and regulations including: Affordable Care Act; Health Insurance Portability and Accountability Act (HIPAA); and other applicable employment/labor laws and regulations.
- Knowledge of health insurance terminology, medical billing practices, and health care delivery systems preferred.
- Knowledge of human resources principles, practices and procedures.
- Knowledge of the structure, function, and operation of Borough departments.
- Knowledge of modern office principles and practices.
- Knowledge of records retention policies and procedures.
- Skill in interpersonal and communication techniques for effective interaction with employees, healthcare providers, and administrators.
- Skill in customer service to provide personalized assistance and advocacy.
- Skill in organizational and time management to coordinate appointments, schedule activities, and manage multiple tasks.
- Skill in analytical thinking to understand and explain health plan benefits, resolve billing discrepancies, and gather feedback for program improvement.
- Skill in presentation and educational techniques to inform employees about health insurance plans, wellness programs, and preventive care.

- Skill in using computer systems for data entry, record-keeping, and generating reports.
- Skill in the preparation and maintenance of reports and forms.
- Skill in setting up and maintaining records and files.
- Skill in problem solving, prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

**SUPERVISORY CONTROLS**

The Human Resources Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES**

Guidelines include state and federal labor laws, Borough policies and procedures, Borough code, collective bargaining agreements, and benefit plan documents. These guidelines require judgment, selection, and interpretation in application.

**COMPLEXITY/SCOPE OF WORK**

The work consists of diverse administrative duties. The variety of healthcare needs and strict regulations contribute to the complexity of the position. The purpose of this position is to oversee and administer a comprehensive healthcare concierge service. Successful performance ensures the efficient and effective delivery of healthcare support to all Borough staff, as well as the accurate, compliant, and timely administration of benefits, wellness programs, and personalized employee assistance.

**CONTACTS**

Contacts are typically with employee, dependents, benefits providers, and healthcare providers. Contacts are typically to exchange information, justify matters, resolve problems, and provide services.

**PHYSICAL DEMANDS/ WORK ENVIRONMENT**

The work is typically performed while sitting at a desk or table. The work is typically performed in an office. May operate a motor vehicle.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position is non-supervisory that may provide functional direction, guidance and instruction to other employees.

**MINIMUM QUALIFICATIONS**

Baccalaureate degree in human resources, business administration, healthcare administration, or a course of study related to the occupational field. Post-secondary education or experience that provides the expertise required to perform effectively the functions of the position may substitute for the degree on a year-for-year basis.

Three (3) years of progressively responsible experience in healthcare coordination, employee benefits administration, or human resources role, including experience working with health insurance plans, including claims processing and benefits education, sufficient to understand the major duties of the position, and to be able to answer questions and resolve problems.

Possession of or ability to readily obtain a valid driver's license issued by the State of Alaska for the type of vehicle or equipment operated.

Completion of required Incident Command System (ICS) courses in accordance with established Borough policy.