



2014 Benchmark Survey
Health Insurance Positions



2014 Benchmark Survey Health Insurance Positions

DATE EFFECTIVE: APRIL 1, 2014

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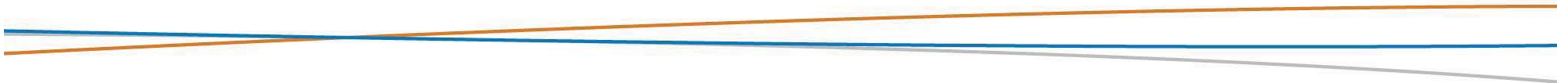
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Introduction

For nearly 15 years, Fitzgerald's Compensation Consulting Services (FCCS) has been a leading provider of compensation data in the insurance industry. To better serve the needs of insurance organizations that develop and manage health insurance plans, since 2006, FCCS has conducted this comprehensive survey of Health insurance jobs and those roles that provide ongoing support to these positions.

FCCS presents the results from The 2014 Benchmark Survey - Health Insurance Positions, which focuses on cash compensation, pay practices, and benefits. Competitive pay practices and information have been submitted from twenty-seven companies participating in this year's survey.

Survey Details	2014
Participants in the survey	27
Number of employees represented	37,820
Number of jobs surveyed	371
Number of jobs meeting Confidentiality Guidelines	162
Effective Date of Salaries	April 1, 2014

Following the completion of the data collection and analysis process, data cleaning tests were conducted which validated the appropriateness of received responses. When necessary, participants have been contacted by consultants to review position matches, discuss related data concerns, and to clarify responses to survey questions.

To assure provision of meaningful pay data the data screening process includes measuring reported data for variability of the data point range (from the highest and lowest data points within the distribution) to the mean. Data reflects a normal distribution around the mean value when better than 97% of the data points fall within + or - 2 Standard Deviations.

Data will not be shown within this report for all jobs for which there are fewer than 4 reporting companies overall.

Data presented in this survey report, on average, reflects a normal pattern of pay distribution to the mean.

Confidentiality Guidelines

To ensure all pay data is kept confidential and no individual company's pay data can be determined from reported data, Fitzgerald's Compensation Consulting Services adheres to the following procedures in accordance with FCCS' Confidentiality Guidelines.

- A minimum number of four (4) organizations, reporting pay information for four (4) or more employees collectively, must be available for each job being reported in this report. For each special data cut (industry, company size, or location cuts) a minimum of four (4) organizations, reporting pay information for four (4) or more employees collectively, must be reporting data to be provided in the survey results.
- Individual company data will only be seen by associates of FCCS, and no individual company data in our possession will be shared or presented to any other person or organization outside of FCCS.
- Hyphens are displayed when insufficient data is available for the display. Jobs with insufficient data are not reported.
- Participant data is at least three months old.



Participant List

AmeriHealth Caritas

Blue Cross Blue Shield of Alabama

Blue Cross of Idaho Health Service Inc.

BlueCross BlueShield of SC

Blue Cross Blue Shield of Kansas City

Blue Cross Blue Shield of Louisiana

BCBSNC

BluCross BlueShield of Tennessee

CareFirst BlueCross BlueShield

CVS Caremark

Cigna Corporation

DST Systems, Inc. - Argus

DST Systems, Inc. Health Solutions

Excellus BCBS

Florida Blue

Geisinger Health Plan

Group Health Cooperative

Health Net

Johns Hopkins HealthCare LLC

Liberty Mutual Group

Molina Healthcare Inc

TML MultiState IEBP

The Trustmark Companies

Tufts Health Plan

University HealthCare Alliance

Wellmark Blue Cross & Blue Shield

WellPoint Inc.

Participating Subsidiary Companies of Wellpoint

Anthem BCBS (includes 14 different states)

Anthem Dental and Vision

Anthem Life and Disability

Lumenos

National Government Services (CMS contractor)

NEXTRX & Precision RX Pharmacy

TrustSolutions, LLC (CMS contractor)

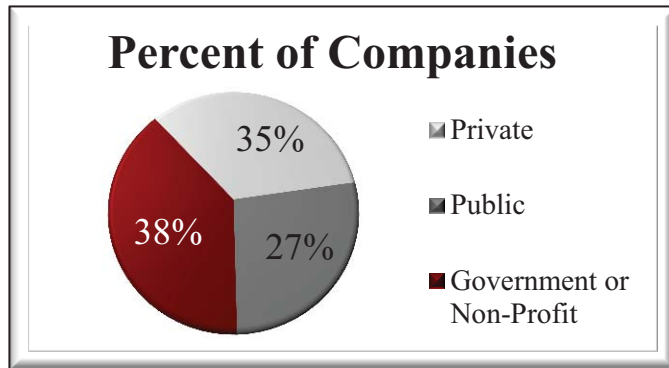
UniCare



Practices Information*

Type of Organization and Industry

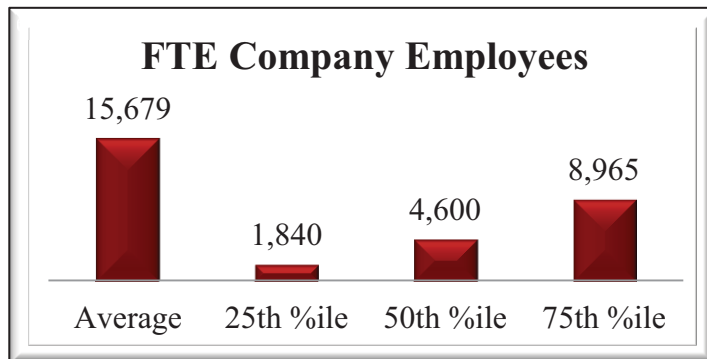
Summarized in the chart below are the types of organizations and industries that contribute to the population within this survey.



Major Type of Industry		
	# of Companies	% of Companies
Healthcare Only	14	51.9%
Healthcare plus Life	0	0.0%
Healthcare plus multiple additional lines of services	13	48.1%

Total FTE's Company Wide

An average of 15,679 FTEs are employed for every company surveyed with the 50th %ile of 4,600



Total Annual Revenue

The average annual gross revenue of all companies surveyed is \$12,617 (million) with the 50th %ile of \$3,602 (million).

Annual Gross Revenue (in Millions)			
Average	25th %ile	50th %ile	75th %ile
\$12,617	\$1,672	\$4,142	\$9,761

* Subsidiary companies are not counted individually in this section.

Practices (continued)

Salary Budget Data

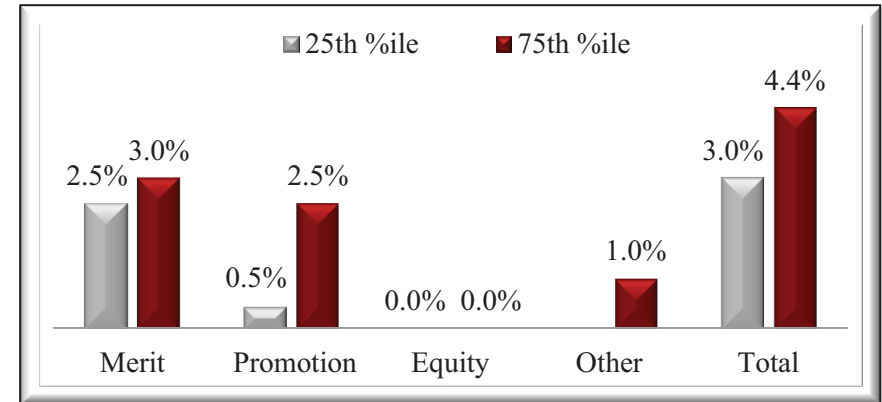
Below you will find the actual and projected percentages of payroll budgeted for merit, promotion, cost of living and/or inequity/other adjustment increases for exempt and nonexempt employees.

Non - Exempt

This Fiscal Year (Actual)

Average
50th %ile

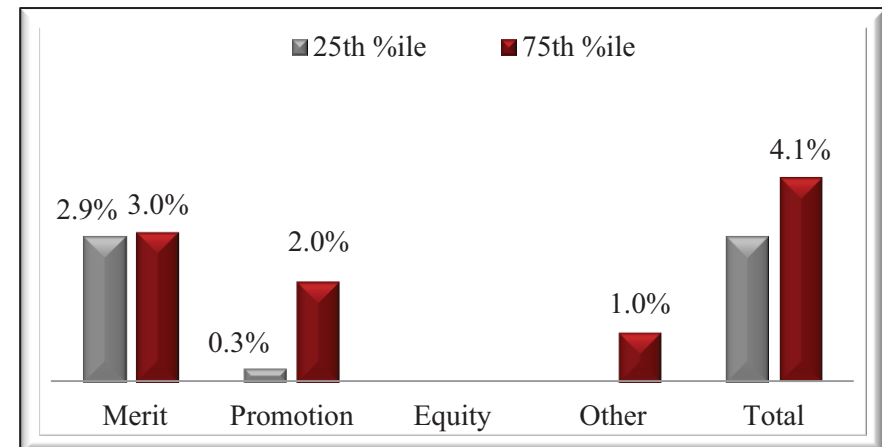
	Merit	Promotion	Equity	Other	Total
Average	2.7%	1.7%	0.0%	0.3%	3.5%
50th %ile	3.0%	1.1%	0.0%	0.0%	3.1%



Next Fiscal Year (Projected)

Average
50th %ile

	Merit	Promotion	Equity	Other	Total
Average	2.8%	1.3%	0.0%	0.3%	3.4%
50th %ile	3.0%	2.0%	0.0%	0.0%	3.0%



If there is no low value show in the graph that is the result of a zero percent.

Salary Budget Data Continued

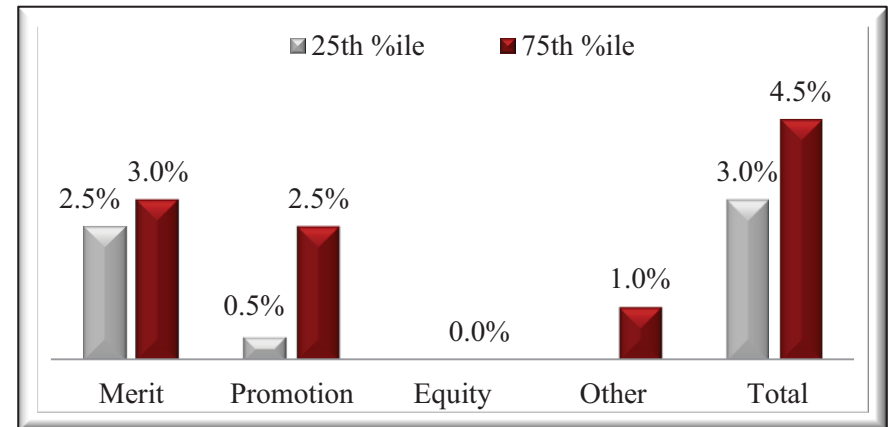
Below you will find the actual and projected percentages of payroll budgeted for merit, promotion, cost of living and/or equity/other adjustment increases for exempt and nonexempt employees.

Exempt

This Fiscal Year (Actual)

Average
50th %ile

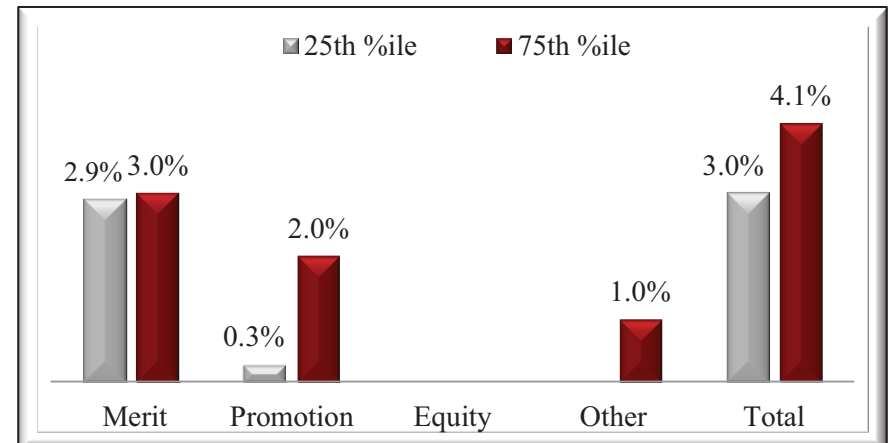
	Merit	Promotion	Equity	Other	Total
Average	2.7%	1.7%	0.0%	0.0%	3.5%
50th %ile	3.0%	1.1%	0.0%	0.0%	3.0%



Next Fiscal Year (Projected)

Average
50th %ile

	Merit	Promotion	Equity	Other	Total
Average	2.8%	1.3%	0.0%	0.3%	3.4%
50th %ile	3.0%	1.1%	0.0%	0.0%	3.0%



If there is no low value show in the graph that is the result of a zero percent.



Student Actuarial Program

Forty-eight percent (**48%**) of participants completed the Student Actuarial Program Questionnaire.

The below table reflects average base salaries of incumbents who have completed the indicated number of exams. Dashes indicate insufficient responses to provide data.

Experience	Entry - 5 Years Experience	5.1 - 10 Years Experience	10.1 - 15 Years Experience	> 15.1 Years Experience
Completed 1 Exam	\$58,314	-	-	-
Completed 2 Exams	-	-	-	-
Completed 3 Exams	\$67,129	-	-	-
Completed 4 Exams	\$70,063	-	-	-
Completed 5 Exams	-	-	-	-
Completed 6 Exams	-	-	-	-
Completed 7 Exams	-	-	-	-

The below table displays the average base salary of the incumbents depending on the experience level and years of experience.

Experience	Entry - 5 Years Experience	5.1 - 10 Years Experience	10.1 - 15 Years Experience	> 15.1 Years Experience
Completed Associate	\$87,851	-	-	-
Completed Fellow	-	\$123,063	\$152,117	-
Number of Actuaries	47	11	4	-



Positions Surveyed

Reporting Area	Job Code	Job Title	Job Code	Job Title
Accreditation	27030	Accreditation Consultant		
Actuarial	10010	Actuarial Analyst I	10025	Actuarial Manager
	10015	Actuarial Analyst II	10030	Director, Actuarial Department
	10020	Actuarial Analyst III	10035	Head, Actuarial Services
Appeals	13010	Appeals Specialist	13025	Manager, Medical Appeals
	13015	Appeals Representative	13030	Head, Medical Appeals
	13020	Appeals Nurse		
Audit / Reimbursement	16010	Audit & Reimbursement Technician	16070	Lead Operations Auditor
	16015	Auditor Paraprofessional	16075	Reimbursement Specialist
	16020	Auditor Coordinator	16080	Reimbursement Analyst
	16025	Auditor I	16085	Clinical Policy & Reimbursement Lead
	16030	Auditor II	16090	Manager, Reimbursement
	16035	Senior Auditor	16095	Director, Reimbursement Strategies
	16040	Lead Auditor	70100	Provider Auditor
	16045	Manager, Audit & Reimbursement	70105	Sr. Provider Auditor
	16050	Manager, Performance Audit	70110	Consultant, Provider Reimbursement
	16055	Director, Audit & Reimbursement	70115	Manager, Provider Audit/Reimbursement
	16060	Clinical Audit Specialist	70120	Director, Audit & Reimbursement Programs
	16065	Lead Clinical Audit Specialist	70125	Head, Audit & Reimbursement

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Behavioral Health	17010	Behavioral Health Care Consultant	17020	Lead Behavioral Health Care Manager
	17015	Behavior Health Care Manager	17025	Director, Behavioral Health Care Management
Blue Cross Blue Shield Association	12014	ITS Blue Card Consultant		
Business Change	19010	Associate Business Specialist	19045	Proposal Consultant
	19015	Business Analyst	19050	Business Development Consultant
	19020	Senior Business Analyst	19055	Director, New Business Development
	19025	Senior Market Research Analyst	19060	Health Care Consultant
	19030	Business Change/Project Manager	19065	Sr. Health Care Consultant
	19035	Proposal Coordinator	19070	Manager, Health Data Analysis/Business Information
	19040	Sr. Proposal Coordinator	19075	Head, Business Change
Claims	31010	Certified Medical Coder	33010	Medical Review Specialist I
	31015	Claims Associate I	33015	Medical Review Specialist II
	31020	Claims Associate II	33020	Medical Review Specialist III
	31025	Claims Associate III	33025	Medical Review Specialist Lead
	31030	Lead Claims Associate	33030	Medical Investigation Analyst I
	31035	Claims Supervisor	33035	Medical Investigation Analyst II
	31040	Claims Manager	33040	Medical Investigation Analyst III
	31045	Director, Claims Department		

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Clinical Products and Programs	27010	Clinical Operations Specialist	27040	Director, Clinical Transplant Services
	27015	Clinical Product Analyst	27045	Director, Regional Clinical Strategies
	27020	Clinical Account Executive	27050	Clinical Program Development Consultant
	27025	Consultant, Point of Care	27055	Director, Clinical Program
	27035	Director, Clinical & Network Operations for Mental Health	27060	Head of Clinical Products & Programs
Community Health	23010	EAP Operations Specialist	23030	Community Health Program Manager
	23015	Manager, EAP Services	23035	Manager, Health Outreach
	23020	Health & Wellness Coordinator	23040	Director, Community Health Programs
	23025	Outreach Care Coordinator		
Compliance	22005	Privacy Analyst	22025	QI/Compliance Coordinator:
	22006	Security Analyst	22030	Compliance Policy Analyst
	22007	Security and Privacy Analyst	22035	QI/Compliance Analyst
	22014	Ethics & Compliance Analyst	22040	Manager, Compliance
	22015	Sr. Ethics & Compliance Analyst	22045	Director, Ethics & Compliance Office
	22020	Ethics & Compliance Consultant	22080	Head, Ethics & Compliance
Congressional	25010	Medicare Congressional Outreach Liaison		
Contracts	22050	Contract Administrator	22065	Senior Action Planning Coordinator
	22055	Special Inquiry Representative	22070	Contract Government Liaison
	22060	Action Plan Coordinator	22075	Communication Coordinator
Credentialing	29010	Credentialing Clerk	29030	Credentialing Consultant
	29015	Credentialing Representative	29035	Manager, Credentialing
	29020	Sr. Credentialing Representative	29040	Director, Credentialing
	29025	Credentialing Lead		

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Customer Service	31050	Customer Service Rep I	31075	Customer Service Supervisor
	31055	Customer Service Rep II	31080	Customer Service Manager
	31060	Customer Service Rep III	31085	Director, Customer Service Department
	31065	Customer Service Team Lead	31090	Workforce Manager
	31070	Customer Service Auditor		
Dental / Vision	32014	Dental Services Analyst	32030	Director, Network Management & Dental Review
	32015	Director, Dental	32035	Director, Network Management & Vision Review
	32020	Vision Services Analyst	32040	Head of Dental/Vision Operations
	32025	Director, Vision		
Direct Sales	41005	Manager Account Management	41035	Sales Manager
	41010	Account Manager-National Accounts	41040	Sales Manager-National Accounts
	41015	Senior Account Manager	41045	Senior Sales Representative
	41020	Account Manager-National Accounts	41050	Sales Representative
	41025	Account Associate	41055	Sales Representative Associate
	41030	Sales Director-Direct Sales	41060	Sales Representative Trainee
Disease Management	52095	Disease Management Program Liaison	52125	Health Assessment Associate
	52100	Disease Management Program Administration	52130	Lead Health Assessment Associate
	52105	Disease Management Clinical Specialist	52135	Health Assessment Case Manager
	52110	Disease Management Lead	52140	Manager, Disease Management - Ancillary
	52115	Disease Management Nurse Consultant	52145	Manager, Medical Director/Clinical Quality
	52120	Director, Health Promotions and Disease State Management	52150	Head, Medical Utilization Management
EDI	40010	EDI Enrollment Associate	40030	EDI Sr. Systems Engineer
	40015	EDI Help Desk Technician	40035	Manager, EDI Operations
	40020	EDI Help Desk Lead Technician	40040	Director, Operations (EDI)
	40025	EDI Team Lead	40045	Head, Operations

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Enrollment and Billing	34010	Enrollment & Billing Representative I	34025	Enrollment & Billing Auditor
	34015	Enrollment & Billing Representative II	34030	Enrollment & Billing Team Lead
	34020	Enrollment & Billing Representative III	34035	Manager, Enrollment & Billing
Fraud Investigation	43010	Investigative Assistant	43025	Sr. Investigator
	43015	Investigative Specialist	43030	Manager, Investigations
	43020	Investigator	43035	Director, Fraud Investigation
Media Communications	46010	Outreach Media Coordinator	46030	Manager, External Affairs
	46015	Internal Communications Account Coordinator	46035	Director, External Affairs
	46020	Outreach Representative	46040	Corporate Communications Consultant
	46025	Outreach Team Lead	46045	Sr. Corporate Communications Consultant
Medical Directors	52014	Associate Medical Director	52030	Medical Operations Nurse
	52015	Medical Director	52035	Medical Management Lead
	52020	Manager, Medical Director	52040	Manager, Medical Management
	52025	Medical Review Nurse		
Medical Policy	49010	Corporate Medical Policy Assistant	49050	Medical Policy Specialist
	49015	Medical Policy Analyst	49055	Lead, Medical Policy Specialist
	49020	Corporate Medical Policy Analyst II	49060	Regional Medical Policy Analyst
	49025	Medical Policy Coordinator	49065	Implementation & Coding Consultant
	49030	Corporate Medical Policy Program Coordinator	49070	Corporate Clinical Research Consultant
	49035	Corporate Medical Policy Program Manager	49075	Manager, Clinical Research
	49040	Corporate Medical Policy Research Coordinator	49080	Director, Medical Policy Product Development
	49045	Director, Medical Management	49085	Head, Medical Policy

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
National Networks	12015	National Network Consultant	12025	Director, Interplan Networks
	12020	Sr. National Network Consultant	12030	HEDIS Consultant
Operations	28040	Head, Managed Care Operations	38020	Manager, Enrollment & Engagement
	38010	Data Specialist	38025	Manager, Managed Care Operations Support
	38015	Operations Forecaster	38030	Head, Operations Group
Pharmacy	37010	Clinical Pharmacy CSR	37050	Manager, Pharmacy Program
	37015	Clinical Account Representative	37055	Director, Regional Pharmacy
	37020	Clinical Account Pharmacist	37060	Director, Pharmacy Services
	37025	Clinical Pharmacist	37065	Pharmacy Network Specialist
	37030	Pharmacy Sourcing Manager	37070	Pharmacy Network Lead
	37035	Contract Administrator Direct Sourcing Consultant	37075	Pharmacy Provider Audit Representative
	37040	Manager, Pharmacy Operations	37080	Pharmacy Services Coordinator
	37045	Director, Pharmacy Operations	37085	Pharmacist, Customer Service
	37090	Manager, Clinical Review (Pharmacy)	42165	Drug Program Operations Services Manager
	37095	Director, Pharmacy Claims Systems	42170	Head of Pharmacy Services
	42100	Pharmacy Clerk	42175	Pharmacy Networks Implementation Mgr
	42105	Pharmacy Technician	42180	Pharmacy Tech I
	42110	Sr. Pharmacy Technician	42185	Pharmacy Tech II
	42115	Pharmacy Technician Lead	42190	Pharmacy Tech III
	42120	Pharmacist Team Lead	42200	Pharmacy Service Associate II
	42125	Supervisor, Pharmacy	42205	Pharmacy Services Associate III
	42130	Supervisor, Mail Operations	42210	Pharmacy Services Associate Lead
	42135	Pharmacist	42215	Pharmacist Clinical Associate
	42140	Director, Pharmacy	42220	Pharmacist Clinical
	42145	Quality Control Manager (Pharmacy)	42225	Pharmacist Clinical Senior
	42150	Trade Relations Manager (Pharmacy)	42230	Pharmacist Clinical Lead
	42155	Drug Program Benefits Specialist		
	42160	Drug Program Operations Coordinator		

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Provider Data	28010	Provider Database Representative	58010	Provider Relations Representative
	28015	Provider Database Specialist	58015	Provider Relations Specialist
	28020	Senior Provider Database Specialist	58020	Web Content Coordinator
	28025	Provider Data Lead	58025	Manager, Provider Relations
	28030	Manager, Provider Data	58030	Provider Relations Consultant
	28035	Director, Operations (Provider Data)	58035	Sr. Provider Relations Consultant
Provider Networks	55015	Director, Provider Networks	55050	Ancillary Network Consultant
	55020	Provider Network/Operations Lead	55055	Ancillary Networks Manager
	55025	Manager, Provider Network Management	55060	Hospital Contractor
	55030	Director, Network Management	55065	Hospital Negotiations Manager
	55035	Manager, Network Operations	55070	Manager, Contracting
	55040	Provider Contractor	55075	Head of Network Development (Provider Network & Provider Relations)
	55045	Provider Contractor Lead	55100	Sr. Network Management Consultant
Quality Initiatives	20010	Process Improvement Associate	61025	Quality Initiatives Administrator
	20015	Performance Specialist	61030	Quality Initiatives Nurse
	20020	Process Improvement Analyst	61035	Sr. Quality Initiatives Nurse
	20025	Process Improvement Consultant	61040	Quality Assurance Analyst
	20030	Manager, Process Improvement	61045	Quality/Training Coordinator I
	60100	Quality Auditor I	61050	Quality Training Coordinator II
	60105	Quality Auditor II	61055	Regional Quality Improvement Analyst
	60110	Quality Auditor Lead	61060	Manager, Quality Initiatives (QI)
	60200	Trainer Assistant	61065	Director, Quality Improvement
	60205	Trainer I	61070	Process Improvement Coordinator
	60210	Trainer II	61075	Consultant, Provider Reimbursement Quality
	60215	Trainer III	61080	Clinical Quality Management Nurse
	60220	Trainer Consultant	61085	Manager, Performance Enhancement
	60225	Trainer Lead	61095	Director, Quality Initiatives
	61010	Quality Improvement Specialist	61100	Head, Quality Initiatives
	61020	Performance Specialist	64010	Recovery Associate I

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Recovery / Refunds	64015	Recovery Associate II	64040	Refund Processor I
	64020	Recovery, Team Lead	64045	Refund Processor II
	64025	Manager, Recovery	64050	Refund Investigator
	64030	Senior Manager, Recovery	64055	Team Leader, Provider Refunds
	64035	Director, Recovery	52045	Analyst, Case Management
Review and Case Management	52050	Case Manager	52075	Utilization Management Nurse
	52055	Case Manager Lead	52080	UM/QM Training Manager
	52060	Nurse Consultant	52085	Sr. UM/QM Training Manager:
	52065	Manager, Clinical Guidelines	52090	Director, Specialty Case Management
	52070	Director, Managed Care Operations	67010	Underwriter, Entry-level, Individual Policies
Sales & Sales Support	68005	Enterprise Account Manager	68050	Sales Administration Analyst
	68010	Sales New Business Development Manager	68055	Sales Administration Senior Associate Sales / Marketing Communications
	68015	Client Account Support Manager	68060	Sales / Marketing Communications Manager
	68020	Client Account Support Senior Specialist	68065	Sales / Marketing Communications Specialist
	68025	Client Account Support Specialist	68070	Sales / Marketing Communications Senior Analyst
	68030	Client Account Support Associate	68075	Sales / Marketing Communications Analyst
	68035	Sales Administration Manager	68080	Licensing Senior Associate
	68040	Sales Administration Senior Specialist	68085	Sales Product Senior Specialist
	68045	Sales Administration Senior Analyst		

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Underwriting	67015	Underwriter I, Individual Policies	67055	Underwriter I, Group Policies
	67020	Underwriter II, Individual Policies	67060	Underwriter II, Group Policies
	67025	Senior Underwriter, Individual Policies	67065	Senior Underwriter, Group Policies
	67030	Underwriting Supervisor, Individual Policies	67070	Underwriting Supervisor, Group Policies
	67035	Underwriting Manager, Individual Policies	67075	Underwriting Manager, Group Policies
	67040	Sr. Underwriting Manager, Individual Policies	67080	Sr. Underwriting Manager, Group Policies
	67045	Director, Individual Underwriting	67085	Director, Group Underwriting
	67050	Underwriter, Entry-level, Group Policies	67090	Head of Underwriting (Group & Individual)



Positions Meeting Confidentiality Guidelines and Presented in this Report

Reporting Area	Job Code	Job Title	Job Code	Job Title
Accreditation	27030	Accreditation Consultant		
Actuarial	10010	Actuarial Analyst I	10025	Actuarial Manager
	10015	Actuarial Analyst II	10030	Director, Actuarial Department
	10020	Actuarial Analyst III	10035	Head, Actuarial Services
Appeals	13010	Appeals Specialist	13020	Appeals Nurse
	13015	Appeals Representative	13025	Manager, Medical Appeals
Audit / Reimbursement	16020	Auditor Coordinator	16075	Reimbursement Specialist
	16025	Auditor I	16060	Clinical Audit Specialist
	16030	Auditor II	16080	Reimbursement Analyst
	16035	Senior Auditor	16090	Manager, Reimbursement
	16040	Lead Auditor	70100	Provider Auditor
Behavioral Health	17010	Behavioral Health Care Consultant	17025	Director, Behavioral Health Care Management
	17015	Behavior Health Care Manager		
Business Change	19010	Associate Business Specialist	19040	Sr. Proposal Coordinator
	19015	Business Analyst	19045	Proposal Consultant
	19020	Senior Business Analyst	19050	Business Development Consultant
	19025	Senior Market Research Analyst	19055	Director, New Business Development
	19030	Business Change/Project Manager	19070	Manager, Health Data Analysis/Business Information
	19035	Proposal Coordinator		

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Claims	31010	Certified Medical Coder	31035	Claims Supervisor
	31015	Claims Associate I	31040	Claims Manager
	31020	Claims Associate II	31045	Director, Claims Department
	31025	Claims Associate III	33010	Director, Behavioral Health Care Management
	31030	Lead Claims Associate	33015	Medical Review Specialist II
Clinical Products and Programs	27055	Director, Clinical Program		
Community Health	23020	Health & Wellness Coordinator	23030	Community Health Program Manager
Compliance	22005	Privacy Analyst	22035	QI/Compliance Analyst
	22015	Senior Ethics & Compliance Analyst	22040	Manager, Compliance
	22030	Compliance Policy Analyst	22045	Director, Ethics & Compliance Office
Contracts	22050	Contract Administrator		
Credentialing	29010	Credentialing Clerk	29025	Credentialing Lead
	29015	Credentialing Representative	29035	Manager, Credentialing
	29020	Sr. Credentialing Representative		
Customer Service	31050	Customer Service Rep I	31070	Customer Service Auditor
	31055	Customer Service Rep II	31075	Customer Service Supervisor
	31060	Customer Service Rep III	31080	Customer Service Manager
	31065	Customer Service Team Lead	31085	Director, Customer Service Department
Direct Sales	41005	Manager Account Management	41030	Sales Director-Direct Sales
	41010	Account Manager-National Accounts	41035	Sales Manager
	41015	Senior Account Manager	41045	Senior Sales Representative
	41020	Account Manager	41050	Sales Representative
	41025	Account Associate	41055	Sales Representative Associate

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Disease Management	52105	Disease Management Clinical Specialist	52145	Manager, Medical Director/Clinical Quality
	52125	Health Assessment Associate	52150	Head, Medical Utilization Management
EDI	40010	EDI Enrollment Associate	40035	Manager, EDI Operations
	40015	EDI Help Desk Technician		
Enrollment and Billing	34010	Enrollment & Billing Representative I	34025	Enrollment & Billing Auditor
	34015	Enrollment & Billing Representative II	34030	Enrollment & Billing Team Lead
	34020	Enrollment & Billing Representative III	34035	Manager, Enrollment & Billing
Fraud Investigation	43015	Investigative Specialist	43030	Manager, Investigations
	43020	Investigator	43035	Director, Fraud Investigation
	43025	Sr. Investigator		
Media Communications	46015	Internal Communications Account Coordinator	46040	Corporate Communications Consultant
	46020	Outreach Representative	46045	Sr. Corporate Communications Consultant
Medical Directors	52010	Associate Medical Director	52025	Medical Review Nurse
	52015	Medical Director	52035	Medical Management Lead
	52020	Manager, Medical Director	52040	Manager, Medical Management
Medical Policy	49025	Medical Policy Coordinator	49045	Director, Medical Management
National Networks				
Operations	38030	Head, Operations Group		

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Pharmacy	37025	Clinical Pharmacist	42220	Pharmacist Clinical
	37050	Manager, Pharmacy Program	42225	Pharmacist Clinical Senior
	37060	Director, Pharmacy Services		
Provider Data	28010	Provider Database Representative	58015	Provider Relations Specialist
	28015	Provider Database Specialist	58020	Web Content Coordinator
	28020	Senior Provider Database Specialist	58025	Manager, Provider Relations
	28025	Provider Data Lead	58030	Provider Relations Consultant
	28030	Manager, Provider Data	58035	Sr. Provider Relations Consultant
	58010	Provider Relations Representative		
Provider Networks	55015	Director, Provider Networks	55040	Provider Contractor
	55025	Manager, Provider Network Management	55070	Manager, Contracting
	55030	Director, Network Management		
Quality Initiatives	20020	Process Improvement Analyst	60105	Quality Auditor II
	20025	Process Improvement Consultant	61030	Quality Initiatives Nurse
	20030	Manager, Process Improvement	61040	Quality Assurance Analyst
	60100	Quality Auditor I	61060	Manager, Quality Initiatives (QI)
	60205	Trainer I	61065	Director, Quality Improvement
	60210	Trainer II	61080	Clinical Quality Management Nurse
	60215	Trainer III	64010	Recovery Associate I
	60220	Trainer Consultant		
Sales & Sales Support	68020	Client Account Support Senior Specialist	68065	Sales/Marketing Communications Specialist
	68025	Client Account Support Specialist	68070	Sales/Marketing Communications Senior Analyst
	68030	Sales Administration Manager	68075	Sales/Marketing Communications Analyst
	68060	Sales/Marketing Communications Manager		
Recovery / Refunds	64015	Recovery Associate II	64025	Manager, Recovery

Job Codes / Titles *(contd)*

Reporting Area	Job Code	Job Title	Job Code	Job Title
Review and Case Management	52050	Case Manager	52075	Utilization Management Nurse
	52055	Case Manager Lead		
Underwriting	67015	Underwriter I, Individual Policies	67065	Senior Underwriter, Group Policies
	67050	Underwriter, Entry-level, Group Policies	67075	Underwriting Manager, Group Policies
	67055	Underwriter I, Group Policies	67085	Director, Group Underwriting
	67060	Underwriter II, Group Policies		



Survey Summary Data Tables

Base Salary & Total Cash Compensation

Survey Job Code	Survey Job Title	# of Co's	# of Incumb's	Base Salary 25th %ile	Base Salary Average	Base Salary 50th %ile	Base Salary 75th %ile	Total Cash 25th %ile	Total Cash Average	Total Cash 50th %ile	Total Cash 75th %ile
10010	Actuarial Analyst I	14	51	\$56,562	\$59,281	\$60,300	\$63,930	\$59,647	\$62,118	\$63,829	\$68,226
10015	Actuarial Analyst II	16	92	\$72,025	\$81,858	\$80,009	\$93,340	\$74,965	\$88,019	\$85,775	\$102,475
10020	Actuarial Analyst III	14	56	\$80,367	\$100,764	\$94,621	\$116,242	\$83,248	\$110,015	\$99,950	\$129,430
10025	Actuarial Manager	9	41	\$121,809	\$136,515	\$133,632	\$150,114	\$141,309	\$162,923	\$160,651	\$175,000
10030	Director, Actuarial Department	15	43	\$150,380	\$164,988	\$165,000	\$184,618	\$182,502	\$198,562	\$203,982	\$219,452
10035	Head, Actuarial Services	8	12	\$264,905	\$275,029	\$273,219	\$288,762	\$354,932	\$376,975	\$376,485	\$396,838
13010	Appeals Specialist	17	336	\$39,400	\$44,849	\$43,314	\$47,944	\$39,998	\$46,119	\$43,995	\$49,900
13015	Appeals Representative	10	416	\$33,200	\$35,531	\$33,900	\$36,700	\$34,200	\$36,866	\$35,000	\$38,825
13020	Appeals Nurse	6	61	\$75,351	\$81,534	\$82,389	\$89,304	\$82,389	\$86,893	\$89,176	\$95,544
13025	Manager, Medical Appeals	11	80	\$53,584	\$65,994	\$63,265	\$73,426	\$54,182	\$68,171	\$64,883	\$74,993
16020	Auditor Coordinator	4	80	\$45,341	\$49,212	\$48,264	\$52,789	\$45,347	\$49,633	\$48,752	\$53,163
16025	Auditor I	10	163	\$39,977	\$44,631	\$43,238	\$49,450	\$41,043	\$47,113	\$43,699	\$53,975

Survey Summary Data Tables (contd)

Base Salary & Target Bonus / Incentive

Survey Job Code	Survey Job Title	# of Co's	# of Incumb's	Base Salary Average	Base Salary 50th %ile	# Bonus Eligible	% of Bonus Eligible	Bonus Target % 25th %ile	Bonus Target % Average	Bonus Target % 50th %ile	Bonus Target % 75th %ile
10010	Actuarial Analyst I	14	51	\$59,281	\$60,300	42	82.4%	5.0%	5.8%	5.0%	6.8%
10015	Actuarial Analyst II	16	92	\$81,858	\$80,009	88	95.7%	5.0%	7.1%	7.0%	8.3%
10020	Actuarial Analyst III	14	56	\$100,764	\$94,621	48	85.7%	6.0%	8.7%	8.4%	10.0%
10025	Actuarial Manager	9	41	\$136,515	\$133,632	38	92.7%	13.1%	16.5%	15.0%	22.5%
10030	Director, Actuarial Department	15	43	\$164,988	\$165,000	43	100.0%	20.0%	19.9%	20.0%	23.3%
10035	Head, Actuarial Services	8	12	\$275,029	\$273,219	12	100.0%	30.0%	34.6%	40.0%	40.0%
13010	Appeals Specialist	17	336	\$44,849	\$43,314	219	65.2%	3.0%	4.4%	5.0%	5.0%
13015	Appeals Representative	10	416	\$35,531	\$33,900	414	99.5%	3.0%	4.2%	3.0%	3.0%
13020	Appeals Nurse	6	61	\$81,534	\$82,389	36	59.0%	10.0%	9.2%	10.0%	10.0%
13025	Manager, Medical Appeals	11	80	\$65,994	\$63,265	77	96.3%	8.0%	9.1%	9.0%	10.0%
16020	Auditor Coordinator	4	80	\$49,212	\$48,264	14	17.5%	5.0%	5.7%	5.0%	5.0%

Survey Summary Data Tables *(contd)*

Base Salary & Total Bonus \$ Paid												
Survey Job Code	Survey Job Title	# of Co's	# of Incumb's	Base Salary Average	# Bonus Eligible	% of Bonus Eligible	# of Inc's Rec Bonus Award	% of Inc's Rec Bonus Award	Bonus Amount 25th %ile	Bonus Amount Average	Bonus Amount 50th %ile	Bonus Amount 75th %ile
10010	Actuarial Analyst I	14	51	\$59,281	42	82.4%	37	72.5%	\$2,112	\$3,910	\$3,400	\$4,250
10015	Actuarial Analyst II	16	92	\$81,858	88	95.7%	83	90.2%	\$4,104	\$6,829	\$6,573	\$8,965
10020	Actuarial Analyst III	14	56	\$100,764	48	85.7%	47	83.9%	\$3,406	\$11,022	\$9,958	\$18,728
10025	Actuarial Manager	9	41	\$136,515	38	92.7%	36	87.8%	\$18,273	\$30,076	\$26,414	\$41,152
10030	Director, Actuarial Department	15	43	\$164,988	43	100.0%	39	90.7%	\$29,600	\$37,017	\$38,933	\$43,332
10035	Head, Actuarial Services	8	12	\$275,029	12	100.0%	11	91.7%	\$95,798	\$111,213	\$110,363	\$120,921
13010	Appeals Specialist	17	336	\$44,849	219	65.2%	203	60.4%	\$1,150	\$2,102	\$1,400	\$2,394

Survey Summary Data Tables (contd)

Base Salary & Standard Deviation								
Survey Job Code	Survey Job Title	# of Co's	# of Incumb's	Average Base Salary	One Standard Deviation	One Standard Deviation / Avg Base	Two Standard Deviation	Two Standard Deviation / Avg Base
10010	Actuarial Analyst I	14	51	\$59,281	\$8,277	14.0%	\$16,555	27.9%
10015	Actuarial Analyst II	16	92	\$81,858	\$14,261	17.4%	\$28,521	34.8%
10020	Actuarial Analyst III	14	56	\$100,764	\$27,462	27.3%	\$54,924	54.5%
10025	Actuarial Manager	9	41	\$136,515	\$20,000	14.7%	\$39,999	29.3%
10030	Director, Actuarial Department	15	43	\$164,988	\$22,995	13.9%	\$45,990	27.9%
10035	Head, Actuarial Services	8	12	\$275,029	\$23,266	8.5%	\$46,531	16.9%
13010	Appeals Specialist	17	336	\$44,849	\$8,457	18.9%	\$16,915	37.7%
13015	Appeals Representative	10	416	\$35,531	\$4,267	12.0%	\$8,534	24.0%
13020	Appeals Nurse	6	61	\$81,534	\$11,029	13.5%	\$22,058	27.1%
13025	Manager, Medical Appeals	11	80	\$65,994	\$15,426	23.4%	\$30,853	46.8%
16020	Auditor Coordinator	4	80	\$49,212	\$5,107	10.4%	\$10,215	20.8%
16025	Auditor I	10	163	\$44,631	\$6,408	14.4%	\$12,816	28.7%

The 2014 Benchmark Survey - Health Insurance Positions Compensation Survey

Survey Job 13010 - Appeals Specialist

Appeals

	Co / Incumb Count	Annual Base Salary				Annual Bonus / Incentive				Total Cash Compensation				Target Bonus %		
		25th Pctl	Incumb Wtd Avg	50th Pctl	75th Pctl	% Inc Eligible	% Inc Paid	Incumb Wtd Avg Amt	50th Pctl	25th Pctl	Incumb Wtd Avg	50th Pctl	75th Pctl	% Inc W/Trgt	Incumb Wtd Avg %	50th Pctl
All Participants	17 / 336	39,400	44,849	43,314	47,944	65%	60%	2,102	1,400	39,998	46,119	43,995	49,900	60%	4%	5%
Line-of-Business (LOB)																
<i>Govt Sponsored Plan</i>	8 / 105	37,626	45,449	42,115	48,645	95%	87%	1,713	1,991	39,224	46,934	44,150	50,211	94%	4%	5%
<i>Managed Care</i>	5 / 30	45,198	50,896	49,918	56,719	90%	83%	2,819	2,947	46,913	53,245	51,666	61,040	90%	5%	6%
<i>Employer/Individual</i>	6 / 201	39,628	43,633	42,994	46,808	46%	43%	2,304	1,200	39,998	44,630	43,255	47,439	37%	4%	3%
Affiliated Blue's Company																
<i>Affiliated</i>	9 / 157	38,200	43,136	41,512	46,613	97%	89%	2,399	1,706	39,564	45,275	43,144	49,149	97%	4%	4%
<i>Non-affiliated</i>	8 / 179	40,997	46,352	44,606	49,551	37%	35%	1,443	1,150	41,740	46,860	44,798	49,947	27%	4%	5%
Regional Results																
<i>Northeast</i>	7 / 70	39,577	45,381	45,579	50,451	96%	87%	1,871	1,150	39,995	47,012	47,016	51,894	70%	4%	4%
<i>Southeast</i>	8 / 83	37,913	40,938	40,048	43,026	94%	88%	1,560	1,300	39,406	42,311	41,420	44,368	94%	4%	3%
<i>North Central</i>	5 / 47	37,015	47,066	43,159	54,527	100%	96%	3,612	2,351	38,962	50,525	45,040	63,154	100%	6%	5%
<i>South Central</i>	2 / 10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>Western</i>	4 / 124	42,148	45,434	44,563	48,077	15%	13%	1,393	1,248	42,148	45,613	44,753	48,893	15%	4%	5%
Industry Type																
<i>Healthcare only</i>	10 / 245	40,400	45,833	43,692	49,113	54%	51%	1,637	1,300	40,997	46,662	44,600	49,936	54%	4%	3%
<i>Healthcare + Life</i>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>Healthcare + Multi Lines</i>	7 / 91	36,318	42,198	40,562	46,095	95%	87%	2,833	2,222	38,055	44,657	42,115	49,002	76%	5%	5%
Revenue																
<i>< \$3 billion</i>	5 / 51	34,923	47,914	40,643	66,523	94%	88%	1,332	1,150	36,073	49,089	41,793	67,937	61%	5%	5%
<i>> \$3 billion</i>	12 / 285	39,998	44,300	43,400	47,267	60%	55%	2,322	1,758	40,700	45,588	44,150	49,196	60%	4%	4%
Employee Size																
<i>< 4k employees</i>	7 / 59	37,962	45,937	45,540	51,628	95%	93%	2,615	1,150	39,192	48,374	47,490	55,077	64%	4%	5%
<i>> 4k employees</i>	10 / 277	39,412	44,617	42,994	47,147	59%	53%	1,912	1,732	39,998	45,639	43,680	48,667	59%	4%	5%

Dash (-) represents no data or insufficient data reported.

Annual Bonus / Incentive Amounts are based on only those incumbents paid bonus or incentive amount > 0.

The 2014 Benchmark Survey - Health Insurance Positions Compensation Survey

Survey Job 19015 - Business Analyst														Business Change		
	Co / Incumb Count	Annual Base Salary				Annual Bonus / Incentive				Total Cash Compensation				Target Bonus %		
		25th Pctl	Incumb Wtd Avg	50th Pctl	75th Pctl	% Inc Eligible	% Inc Paid	Incumb Wtd Avg Amt	50th Pctl	25th Pctl	Incumb Wtd Avg	50th Pctl	75th Pctl	% Inc W/Trgt	Incumb Wtd Avg %	50th Pctl
All Participants	19 / 476	56,731	63,875	62,955	69,937	66%	58%	4,631	3,854	59,062	66,580	65,471	72,205	61%	6%	6%
Line-of-Business (LOB)																
<i>Govt Sponsored Plan</i>	7 / 86	58,140	69,399	65,748	75,847	93%	80%	3,055	2,148	61,011	71,850	67,337	76,907	93%	6%	5%
<i>Managed Care</i>	9 / 69	55,341	61,179	60,817	66,700	88%	83%	3,640	3,391	58,661	64,186	63,015	69,829	84%	6%	6%
<i>Employer/Individual</i>	7 / 236	57,012	63,978	64,137	70,470	36%	30%	6,686	7,795	59,050	65,989	66,279	72,329	29%	7%	8%
Affiliated Blue's Company																
<i>Affiliated</i>	9 / 257	54,494	60,928	59,546	66,988	87%	81%	5,037	4,259	57,955	64,985	63,476	71,579	87%	6%	6%
<i>Non-affiliated</i>	10 / 219	59,678	67,334	66,314	72,000	40%	32%	3,447	2,249	61,042	68,451	67,023	72,853	31%	7%	5%
Regional Results																
<i>Northeast</i>	10 / 83	55,698	61,042	61,272	65,363	93%	82%	3,457	3,375	58,998	63,874	63,296	68,968	78%	6%	6%
<i>Southeast</i>	7 / 83	56,665	68,783	67,600	75,140	64%	48%	4,598	3,679	59,175	70,999	67,745	75,519	61%	7%	6%
<i>North Central</i>	8 / 147	51,937	58,812	57,788	64,129	85%	82%	5,890	5,096	54,986	63,620	62,138	69,534	82%	7%	8%
<i>South Central</i>	6 / 19	55,619	62,070	59,227	69,817	58%	42%	3,891	3,939	58,728	63,708	62,632	69,914	47%	6%	5%
<i>Western</i>	4 / 143	62,577	68,211	68,624	72,788	31%	29%	3,097	2,109	62,923	69,099	69,312	75,069	31%	5%	5%
Industry Type																
<i>Healthcare only</i>	10 / 269	58,078	66,281	65,000	71,000	59%	56%	3,299	3,270	60,408	68,133	66,314	72,190	59%	5%	5%
<i>Healthcare + Life</i>	1 / 13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>Healthcare + Multi Lines</i>	8 / 194	52,478	61,158	60,748	67,455	72%	65%	6,236	5,678	56,617	65,209	64,453	72,613	69%	7%	8%
Revenue																
<i>< \$3 billion</i>	7 / 131	56,243	64,683	60,323	69,226	82%	78%	3,508	2,604	56,874	67,414	62,884	73,211	76%	6%	5%
<i>> \$3 billion</i>	12 / 345	56,800	63,569	63,441	70,000	59%	51%	5,282	4,127	59,334	66,263	66,002	72,000	55%	7%	8%
Employee Size																
<i>< 4k employees</i>	9 / 126	55,601	61,347	61,289	66,668	98%	94%	5,681	5,000	59,927	66,667	65,981	73,405	95%	6%	5%
<i>> 4k employees</i>	10 / 350	56,800	64,786	63,430	70,478	54%	46%	3,857	3,499	58,615	66,549	65,000	71,991	49%	7%	6%

Dash (-) represents no data or insufficient data reported.

Annual Bonus / Incentive Amounts are based on only those incumbents paid bonus or incentive amount > 0.



Geographic Regions

North Central:

Idaho, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin, Wyoming

Northeast:

Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New Hampshire, New York, Pennsylvania, Rhode Island, Vermont

Southeast:

Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee, Virginia, Washington DC, West Virginia

South Central:

Arizona, Arkansas, Colorado, Louisiana, New Mexico, Oklahoma, Texas, Utah

West Coast:

Alaska, California, Hawaii, Nevada, Oregon, Washington



Data Definitions

Annual Base Salary	Reflects the actual annual base pay of full time, regular employees in the job. Does not include overtime or other forms of cash compensation provided for flex-dollars, shift differentials, or other individual cash incentives or rewards.
Bonus / Incentive Eligible	Reflects the eligibility of incumbents to receive an annual bonus.
Bonus / Incentive Target %	For those employees who are eligible to participate in a company bonus plan, and who have a stated 'Target Incentive' that the employee is eligible to earn under the plan, this target is stated as a percentage of annual salary.
Total Bonus \$ Paid	Includes last actual cash incentive paid or earned to individual incumbents in the job. Includes the sum of multiple bonus or incentive awards paid on a basis more frequently than annually.
Total Cash Comp \$	Represents the sum of annual base salary plus actual bonus paid. If other additional cash compensation is provided that does not fall under the definition of Bonus above, the Total Cash report is the sum of base + bonus + other cash amounts.
Zip Code	Postal Service standard zip codes were grouped by Metropolitan Statistical Area (MSA) locations.
Salary Range Minimum	The average of the reported annual salary range minimum for organizations that have a formal pay structure that includes job salary grades.
Salary Range Midpoint	The average of the reported annual salary range midpoint for organizations that have a formal pay structure that includes grades.
Salary Range Maximum	The average of the reported annual salary range maximum for organizations that have a formal pay structure that includes grades.



Survey Acronyms

Acronym Meaning

A&R	Audit and Reimbursement
AARP	American Association of Retired Persons
AB	Assignment of Benefits
ACER	Annual Carrier Evaluation Report
ACES	Automated Claim Examination System
ACH	Automated Clearing House
AFD	Anti-Fraud Unit
AHA	American Hospital Association
AHCA	American Health Care Association
AHN	American Health Network
ALJ	Administrative Law Judge
AMA	American Medical Association
ANA	American Nurses Association
ANI	Automatic Number Identification
ANSI	American National Standards Institute
APEX	Automatic Paperless Examination System
ARA	All Regional Administrators
ARU	Automated Response Unit
ASA	Advanced System Applications
ASC	Administrative Services Contract
ASCA	Administrative Simplification Compliance Act
ASD	Assistant Secretary of Defense
ASE	Appeals Search Engine
ATP	Automated Transaction Processing
BBA	Balanced Budget Act of 1997
BCA	Blue Cross Association
BCBSA	Blue Cross Blue Shield Association
BCP	Business Continuation Plan or Business Continuity Plan
BENE	Beneficiary
BPR	Budget and Performance Requirements

Acronym Meaning

CAFM	Contractor Administration and Financial Management System
CAS	Cost Accounting Standards
CAST	Contractor Assessment Security Tool
CCE	Center of Clinical Excellence
CCH	Commerce Clearing House
CCI	Correct Coding Initiative
CCN	Claim Control Number
CET	Continuing Education & Training
CFO	Chief Financial Officer
CFOA	Chief Financial Officer Act of 1990
CFR	Code of Federal Regulations
CGAP	Certified Government Auditing Professional
CHAMPUS	Civilian Health and Medical Program of the Uniformed Services
CHC	Comprehensive Health Centers
CIA	Corporate Integrity Agreement
CMS	Centers for Medicare and Medicaid Services
COATS	Contractor Operations Analyst Tracking System
COBRA	Consolidated Omnibus Budget Reconciliation Act
CPC	Certified Professional Coder
CPE	Contractor Performance Evaluation
CPS	Contractor Performance System
CPT	Current Procedural Terminology
DOD	Department of Defense
DOL	Department of Labor
EAP	Employee Assistance Program
EEOC	Equal Employment Opportunity Commission
ERISA	Employee Retirement Income Security Act
FAR	Federal Acquisition Regulations
FICA	Federal Income Contributions Act
FISS	Fiscal Intermediary Standard System



Survey Position Descriptions

	Accreditation
27030	Accreditation Consultant: Responsible for directing the accreditation activities for attaining and maintaining accreditation from multiple accrediting organizations (URAC, NCQA). Manages the overall accreditation processes and resources required to successfully lead the team. Identifies appropriate resources and accountabilities for project teams involved with accreditation. Conducts the ongoing evaluation and interpretation of quality standards and accreditation standards to ensure compliance through reporting and measurement studies/ methodologies. Performs quantitative and qualitative analysis of QI related data and reports activities, improvements, and recommendations to the QI Committee. Degree in nursing required, BSN preferred. RN license required. 3 to 5 yrs clinical experience. 3+ years experience in a QA/QI related position.
	Actuarial
10010	Actuarial Analyst I: Applies knowledge of mathematics, probability, statistics, principles of finance and business to potential Claim liability, premium analysis, rate formula evaluation, and financial forecasting. Analyzes, summarizes, and reconciles statistical data. Under direct guidance and supervision from either senior Actuarial Analysts or Actuarial Manager, conduct special actuarial studies or research projects as requested. BA in Mathematics, Statistics, or related field required. Must have completed between 1 - 3 exams from the Society of Actuaries and up to 2 years experience required.
10015	Actuarial Analyst II: Applies knowledge of mathematics, probability, statistics, principles of finance and business to potential Claim liability, premium analysis, rate formula evaluation, and financial forecasting. Analyzes, summarizes, and reconciles statistical data. Under general guidance from the Actuarial Manager, conduct special actuarial studies or research projects as requested. BA in Mathematics, Statistics, or related field required. Must have completed between 2 - 3 exams from the Society of Actuaries and 2-5 years actuarial experience required.
10020	Actuarial Analyst III: Applies knowledge of mathematics, probability, statistics, principles of finance and business to potential Claim liability, premium analysis, rate formula evaluation, and financial forecasting. Analyzes, summarizes, and reconciles statistical data. Under general direction from the Actuarial Manager or Director, conduct extensive actuarial studies or research projects related to company strategy and objectives. BA in Mathematics, Statistics, or related field required. Must have completed a minimum of 4 exams from the Society of Actuaries and 5 or more years experience in the Actuarial, Statistical or Underwriting fields required.
10025	Actuarial Manager: Manage the daily activities of the Actuarial professional and support staff. Develop new rate models, utilization reporting, financial forecasting, and trending. BA in Mathematics, Statistics, or related field required. Minimum of 5-8 years management experience in the Actuarial field required.



Survey Position Descriptions

10030	Director, Actuarial Department: Direct the activities of the actuarial department. Provide methodology and statistics for the measurement of risk to contribute to the business strategy and performance of the company. Oversee the development of new rate models, utilization reporting, financial forecasting, and trending. May be responsible for other related functional departments (i.e. Contract Compliance, Underwriting) based on the needs of the company. BA in Mathematics, Statistics, or related field required. Minimum of 10 years management experience in the Actuarial field or a related field required.
10035	Head, Actuarial Services: Direct the actuarial functions for the entire company typically over multiple and diverse functions (i.e. actuarial services and analytical support staff). Develop and ensure application of actuarial policies, processes and methodologies. Identify and assess the influence of all aspects of health insurance products upon the risk assumed and expected profitability and marketability. Establish department strategy to demonstrate and implement the product/segment behaviors, and the impact of pricing or product design decisions. BA degree in Mathematics, Statistics or related field, and at least 10 years related managerial experience required. ASA/MAAA and FSA required.
	Appeals
13010	Appeals Specialist: Responsible for collecting, organizing and tracking information to facilitate and expedite processing of appeals received from a variety of sources. Reviews appeal to determine what additional information or documentation is needed to make appropriate decision. Contacts providers to request information or more detailed explanation of services rendered. Researches administrative or non-clinical aspects of the appeal. Prepares files for internal or external review. Responds to provider and member calls. Prepares correspondence to appellant as needed. Follows up with analysts to ensure that appeal is processed in timely manner to maintain standards. 2-4 years related experience to include customer service in a managed care environment, medical office or health insurance required. Demonstrated knowledge of regulatory and accreditation requirements, understanding of appeals process and utilization management, and systems software used in processing appeals. Claims knowledge is helpful.
13015	Appeals Representative: Reviews, analyzes and processes policies related to claims events to determine the extent of the company's liability and entitlement. Responds to appeals from Customer Service, Provider Inquiry Units, members, providers and/or others for resolution or affirmation of previously processed claims. Performs research to respond to inquiries and interprets policy provisions to determine the extent of company's liability and/or provider's/beneficiaries entitlement. High School diploma required. 1 - 3 years health insurance business including customer service experience required.