

DIRECTOR OF CONSUMER ADVOCACY**Nature of Work**

Under general direction, performs advanced advocacy and administrative work in the area of health care and insurance costs. Represents the agency and public interests before state and federal courts, administrative agencies, or the Health Care Cost Review Authority specifically regarding rate and certificate of need procedures. Represents insurance consumers in accident and health complaint cases. Reports and makes recommendations to the legislature annually concerning the work of the office. Answers to the Insurance Commissioner or designee. Performs related work as required.

Examples of Work

Institutes, intervenes or participates as consumer advocate in proceedings before state or federal courts, administrative agencies, the commissioner, or the Health Care Cost Review Authority; examines and cross-examines witnesses, presents evidence, rights of appeal, and other matters before the insurance commissioner or the Health Care Cost Review Authority and its board.

Reviews and compiles information, studies, and other data such as customary rate schedules for health care providers and insurers; uses the information to review, establish, investigate or support policy regarding health care insurance rates.

Hires consultants, experts, lawyers and other personnel to execute the duties of the office; contracts for services of technically qualified individuals in the area of insurance, health care planning or health care finance.

Represents policyholders in proceedings arising from filing a complaint against an insurance company.

Compiles and files an annual report with the legislature detailing actions taken by the office in the preceding calendar year; makes recommendations concerning insurance legislation.

Knowledge, Skills and Abilities

Knowledge of insurance practices and theories.

Knowledge of general accounting practices and procedures.

Knowledge of general office procedures.

Ability to comprehend and interpret legal and technical writings.

Ability to compile and analyze facts and compose an orderly summation.

Ability to write reports of a technical nature.

Ability to speak effectively in public.

Ability to communicate effectively with a wide variety of people, both orally and in writing.

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DIRECTOR OF CONSUMER ADVOCACY (CONT'D)

Minimum Qualifications

TRAINING Graduation from an accredited four-year college or university.

EXPERIENCE Three years of full-time or equivalent part-time paid experience in accounting, auditing, statistics, business or public administration in an administrative capacity.

Established: 12/16/93
Effective: 2/1/94