



## HEALTH & WELFARE PLAN ADMINISTRATOR

### **MidAmerica**

MidAmerica is one of the nation's leading providers and administrators of retirement and other tax-advantaged benefit plans for government and education employers throughout the US. The company provides innovative employee benefit programs for over a million educators and other public sector employees and 2,200 plan sponsors across the country, and has assets under management exceeding \$1 billion. Originally formed in 1995, MidAmerica's core business has been providing Social Security Alternative and Special Pay programs (tax-advantaged vacation and sick pay plans for governmental employers). This core business has grown dramatically and has expanded to include other defined contribution plans, Health Reimbursement Arrangements (HRA's), FSA administration, Trust (for public employer-sponsored healthcare plans that keep healthcare liability off the books), independent Third Party Administration Services (TPA), 403(b) and 457(b) administration and common remitting services, and most recently, ACA Compliance Reviews. To date the company sells and distributes its products and services through a distribution network of insurance brokers that primarily sell into the public sector.

### **Position Overview**

Reporting to the Health and Welfare Senior of this growing financial services company, the Health and Welfare Plan Administrator is primarily responsible for supporting the Health and Welfare group by delivering world class service to internal and external clients of MidAmerica. The ability to work in a fast-paced and deadline driven environment is essential.

The incumbent must have the knowledge and skills to successfully Provide Plan Sponsors and Participants comprehensive customer service, administration and compliance services for assigned case-load of health and welfare benefit plans, be deadline driven and comfortable working in a transaction-based environment.

The successful candidate will possess the ability to troubleshoot internal and external technology platforms, escalating to the Senior when needed. The Health and Welfare Plan Administrator will provide customer service to plan sponsors and participants including reaching out to ensure information is correct and to assist and create professional communications pieces including presentations, meeting notes, department organizational charts, and various e-mails to internal and external parties on behalf of the Health and Welfare Team

### **The Ideal Candidate**

The ideal candidate should have excellent verbal and written communication skills, be highly organized and able to prioritize tasks. Most importantly, we seek an individual with a strong desire to accurately and efficiently support our clients and to continuously look for process improvements in order to further the operational goals of the team. Equally important, this individual will be agile with a strong sense of collaboration and team work with the ability to anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations.



### **Primary Responsibilities**

MidAmerica's Health and Welfare Plan Administrator serves as a point of contact for the plan sponsors and participants, handling a variety of tasks for both internal & external employees and partners, such as written communications, vendor management, client contact management, and reviewing claim eligibility. The primary duties and responsibilities of the Health and Welfare Plan Administrator include but are not limited to the following:

#### **Responsibilities:**

- Communicate product knowledge accurately and effectively with distribution partners, clients, participants and team members
- Provide compliance and legal resources for complex regulatory questions to internal/external staff
- Strong product knowledge with the ability to read and interpret plan documents, IRS regulations, and DOL guidelines in order to answer or escalate questions
- Assist with regulatory projects such as 6055 and PCORI fee reporting
- Review claims and determine eligibility based on plan design and regulations
- Timely and accurate participant statement preparation
- Perform quality review of participant processed claims
- Timely and accurate participant statement preparation
- Generation of client billing
- Coordination of open enrollment for client benefit plans
- Review and approval of qualifying events permitting for qualifying mid-year enrollment changes
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the business
- Responsible for updating technology platforms based on plan design changes and/or regulatory changes
- Deliver exceptional on-demand client support for clients and partners which results in fanatical support of MidAmerica
- Provide branded documentation, marketing material and any necessary reporting assistance
- Ability to provide extremely professional and articulate written and verbal communication
- Must routinely meet daily, weekly, and monthly deadlines
- Maintain a pleasant, patient, and friendly attitude

### **Performance Measures**

Performance will be measured by a number of quantitative and qualitative criteria. The primary outcomes and measurement of success for the Health and Welfare Plan Administrator include but are not limited to the following:

- After completing initial training & onboarding develop a professional personal brand for communications with internal staff as well as external partners
- Deliver exceptional on-demand client support by providing error-free plan processing
- Provide information and assistance to other departments to ensure accurate plan processing



- Be sensitive to the timely response required by clients, both internal and external and respond to all queries within 24 hours
- Ability to use technical tools to drive efficiency and accuracy
- Meet all other activity and outcomes goals

The incumbent will support the company's vision, mission, and values and help drive a PeopleFirst culture; doing what's best for the business, its employees, and its investors, protecting the company's reputation and being open, honest, and fair in all dealings and scenarios.

### **Skills and Qualifications**

Specific Qualifications and career profiles that are essential to the position are as follows:

1. Ability to communicate effectively with peers and upper management and liaise frequently with customer service and the accounting departments to ensure timely and accurate processing
2. Strong analytical, communication, and evaluation skills
3. Experience working in a fast-paced, high volume environment
4. Ability to work independently and collaboratively with team members
5. Advanced knowledge of Microsoft Office Suites, specifically Outlook, Word, and Excel and the willingness to learn new systems as required
6. Regular attendance is required
7. Solid experience working with IRS code sections 125, 105, 106 and knowledge of ACA guidelines
8. Associate's Degree

*Specific competencies and attributes that are important to the position include:*

1. Retirement industry experience preferred
2. Must have superior organizational skills, the ability to multi-task, prioritize and collaborate in a team environment
3. Bachelor's Degree preferred
4. CEBS certification preferred

### **Location**

The position is based at the company's corporate office in Downtown Tampa, Florida.

### **Contact**

Interested? Contact Brittany Foster ([Brittany.foster@midamerica.biz](mailto:Brittany.foster@midamerica.biz)) to apply.