OFFICE OF THE ATTORNEY GENERAL
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Job Announcement
Health Advocacy Ombudsman (Admin. Officer III)
Consumer Protection Division
Health Education and Advocacy Unit

Posting Date:	April 30, 2018	**Closing Date:**	May 14, 2018
Job Title:	Health Advocacy Ombudsman (Admin. Officer III)	**Position Type:**	Contractual Full Time
Location:	Consumer Protection Division, Health Education and Advocacy Unit, Office of the Attorney General, 200 St. Paul Place, Baltimore, Maryland		

Description: The Office of the Attorney General is seeking applicants for a Health Ombudsman position in the Health Education and Advocacy Unit of the Consumer Protection Division. The position is equivalent to Grade 15 and is a contractual position.

The Health Education and Advocacy Unit assists consumers whose health plans have refused to cover medical procedures or to pay for medical services that have already been provided and assists consumers with billing problems in the health care marketplace. Position responsibilities include assisting consumers with health insurance complaints, including helping consumers with grievances and appeals; assisting consumers with health care billing complaints; assisting consumers with obtaining health insurance; maintaining consumer complaint files; supervising volunteers and interns who assist consumers with health-related complaints; assisting consumers who call the HEAU hotline; interacting via telephone and written communications with consumers, health care providers and representatives from health insurance companies.

Experience: Minimum requirements: bachelor's degree from accredited four year college or university; three years' experience in administrative or professional work; applicants may substitute additional experience for required education at a rate of one year of experience to one year of education, for up to two years of required education. Applicants should have interpersonal and organizational skills and experience with word processing and database programs. Supervisory experience preferred. Knowledge of health insurance and health care billing issues or a medical background preferred.

Submission: Interested persons should submit an application and supplemental questionnaire through the Department of Budget and Management, Maryland State Online Employment Center http://www.jobaps.com/MD/ by the close of business May 14, 2018.

The Maryland Office of the Attorney General is an equal opportunity employer, committed to diversity in the workplace.