



Manager, University Health Insurance Plan (UHIP)

The University Health Insurance Plan (UHIP) is a mandatory health plan for all international non-residents studying or working at the 21 participating universities or affiliated colleges in Ontario. With over 58,000 plan members, UHIP provides coverage for basic health care services such as hospital, physician, laboratory, ambulance and some other services generally covered by Ontario resident health insurance plan (OHIP).

Reporting to the UHIP Steering Committee Chair, the Manager, UHIP (Manager) is responsible for overseeing all aspects of administration for the UHIP plan and is the key point of contact for the insurance provider, third party benefits consultant, UHIP Steering Committee members, and participating university front-line staff administrators. The Manager works closely with all the key stakeholders, ensuring the UHIP plan is managed and administered in accordance with the insurance policy, and that the services provided to the plan members and university plan administrators are of high quality and aligned with needs. The Executive Director, Corporate Services, COU, provides support to the Manager on corporate administrative functions.

The Manager will be an employee of the Council of Ontario Universities (COU) and located in the COU office in Downtown Toronto.

Responsibilities:

Plan Management and Design

- Coordinate annual policy renewals with insurers, consultants and Steering Committee; research and develop recommendations concerning policy changes; coordinate the marketing and Request For Proposal (RFP) process for insurance and consultant services, as required.
- Keep apprised of legislative changes affecting the UHIP plan, including changes to OHIP coverage, and work with insurer, consultants and Steering Committee to assess impact.
- Work with third party provider and insurer to manage and maintain UHIP website ensuring content is accurate, relevant and site functionality meets the needs of members and administrators.
- Proactively assess the evolving needs of international students and member institutions, and align plan design and services to meet those needs; develop and coordinate communications with university front-line administrators.
- Meet regularly with Steering Committee Chair to discuss current and pending issues with respect to UHIP; take action to address issues of non-compliance.
- Liaise with university front-line administrators, benefits consultant and insurer to resolve complex administrative/claims issues by collecting and reviewing relevant information and documentation as compared against current policy/procedures and prepare a recommendation for review by Steering Committee.

Financial Management and Governance

- Collect and review monthly/quarterly financial and other reports from consultant and insurer; identify issues with Steering Committee Chair.
- Monitor and report on status of accounts receivable from member universities on a regular basis, following up with university plan administrators as necessary.
- Administer and maintain a central electronic filing system for all UHIP documents.

- Coordinate annual financial audit process; prepare all documentation and reports required by the external auditors; answer questions and explain operational processes; ensure findings in the audit report are addressed.
- Plan and coordinate Steering Committee meetings; prepare agenda and other meeting materials in consultation with Steering Committee Chair and distribute to Steering Committee members prior to meeting; attend meetings, take minutes, and bring forward items requiring consideration and/or approval.

Key Contacts and Communication:

- Key contact for all those involved in the plan administration and governance including the University Plan Administrators (UPA) and Steering Committee Members, and Council of Senior Administrative Officers (CSAO).
- Conduct regular visits to UHIP member institutions, assessing member satisfaction with Plan services and identify any issues that need to be addressed; develop mechanisms to gather regular feedback on Plan effectiveness and service from member universities
- Key contact person for all third party providers including the insurer, benefits consultants, and auditors.
- Coordinate, with the insurer, annual Frontline conference for the UHIP UPA; gather ongoing feedback from attendees and provide report and recommendations to Steering Committee.

Education:

- Postsecondary degree in a related discipline (e.g. human resources, business administration).
- Specialized education in the area of benefits is an asset (e.g. Certified Employee Benefits Specialist (CEBS)).

Experience and Skills:

- Five years' experience in benefits plan administration management within a large, complex health insurance plan that includes experience with member service, plan design and financial management
- Knowledge of health care services in the Province of Ontario and experience as the key senior contact with third party benefits consultants and insurers; experience working in the postsecondary sector is considered an asset.
- Proven ability to be proactive, establish priorities, work independently, proceed with objectives without direct supervision, and effectively manage projects and timelines.
- Ability to communicate effectively, written and verbal.
- Proven ability to effectively manage and maintain relationships with multiple stakeholders with varying needs.
- Proven analytical skills (e.g. quantitative, statistical, financial) with the ability to communicate findings effectively.

Those qualified are asked to submit a cover letter with resume, outlining your experience and suitability for the position, as well as salary expectations, to UHIPrecruit@cou.on.ca by **5:00 p.m. on August 10, 2018**.

Information regarding UHIP is available at www.uhip.ca.

Information regarding COU is available at www.cou.on.ca.

COU is an Equal Opportunity Employer that values the strength diversity brings to the workplace. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

COU is committed to providing an inclusive and barrier-free recruitment process to applicants with accessibility needs in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation during this process, please inform COU of your requirements.