



Division of Social Justice
Health Care Bureau – Albany
Assistant Attorney General & Helpline Manager
Reference No. HCB_ALB_AAG/HM_3685

Application Deadline is May 31, 2024

The Office of the New York State Attorney General (OAG) seeks a dedicated and motivated attorney to oversee the Health Care Bureau Helpline in Albany. The [Health Care Bureau](#) (HCB) uses the law in all its forms to find solutions to health care inequities rooted in historical, persistent, and systemic discrimination. The HCB conducts investigations and brings enforcement actions in a variety of areas involving health care including protecting consumers from deceptive or illegal practices and ensuring access to health care by enforcing public health, insurance, civil rights, antidiscrimination, and other applicable laws. The Bureau has been recognized for its work during the COVID-19 pandemic in responding to unfair billing practices and fraudulent marketing of treatment and testing products, as well as for its settlements in mental health parity.

In addition to the attorneys who work on investigations and enforcement actions related to health care, the HCB also includes a group of advocates who staff the Health Care Bureau Helpline and resolve thousands of health-related complaints annually against insurance companies, medical providers, and other businesses involved in the health care market.

Specific Helpline Manager duties include, but are not limited to, the following:

- Directly supervising health care advocates and support staff.
- Overseeing the assignment of cases and reviewing advocates' resolution of consumer complaints.
- Providing guidance and training to staff as appropriate.
- Overseeing operation of the Health Care Helpline, including development and implementation of business processes and procedures.
- Identifying systemic issues concerning New York State health plans, medical providers, and other entities, based on consumer complaints and Helpline data.
- Leading investigations of violations of law by medical providers, health insurance companies, and pharmaceutical companies.
- Negotiating settlements resulting in penalties and reforms, as well as restitution to consumers.
- Other duties and special projects as assigned.

The Helpline Manager also supervises advocate duties, including but not limited to, the following:

- Responding to and resolving health care complaints from consumers regarding New York State health plans and other health issues.
- Reviewing health care plan policies and documents and writing inquiries to the subjects of the complaints.
- Monitoring health plans for violations of state and federal laws.
- Maintaining database regarding consumer and provider complaints and inquiries.
- Assisting with the development of health care consumer pamphlets and other written materials.

Qualifications:

- At least five (5) to six (6) years of experience in health law and/or affirmative litigation.
- Strong analytic, writing, research, interpersonal, and communication skills.
- Highly proactive with the ability to work independently and self-manage deadlines.
- Prior management experience is desirable but not required.
- A commitment to public service is essential.

Applicants must reside in (or intend to soon become a resident of) New York State and be admitted to practice law in New York State. In addition, the Public Officers Law requires that OAG attorneys be citizens of the United States. A two (2) year commitment upon being hired is a condition of employment.

As an employee of the OAG, you will join a team of dedicated individuals who work to serve the people of our State through a wide variety of occupations. To learn more about Assistant Attorney General compensation, please visit the following page: https://ag.ny.gov/sites/default/files/assistant_attorney_general_compensation.pdf. We offer a comprehensive New York State benefits package, including paid leave, health, dental, vision, and retirement benefits, and family-friendly policies. Additionally, the OAG offers a robust Workplace Flexibilities Program with multiple options for employees, including telecommuting (up to two days per week) and alternative work schedules.

*Candidates from diverse backgrounds are encouraged to apply.
The OAG is an equal opportunity employer and is committed to workplace diversity.*

HOW TO APPLY

Applications must be submitted online. To apply, please click on the following link: [HCB ALB AAG/HM 3685](#)

To ensure consideration, applications must be received by close of business on May 31, 2024.

Applicants must be prepared to submit a complete application consisting of the following:

- **Cover Letter**
 - You may address your letter to the Legal Recruitment Unit.
 - Indicate why you are interested in this position and what makes you a strong candidate. You may wish to include information about what life experiences you will bring to the position that will enhance the OAG's ability to better serve the diverse population of this state.
- **Resume**
- **Legal Writing Sample**
- **List of three (3) references**
 - Only submit professional references, supervisory references are preferred.
 - For each reference, indicate the nature and duration of your relationship.
 - Include contact information and email addresses for each reference.
 - Please note that your references will not be contacted until after you interview for the position.

If you have questions regarding a position with the OAG and the application process or need assistance with submitting your application, please contact Legal Recruitment via email at recruitment@ag.ny.gov or phone at 212-416-8080.

For more information about the OAG, please visit our website: www.ag.ny.gov