



**POSITION: Insurance Claim Processing**

**JOB RESPONSIBILITY SUMMARY:**

The Claims Processor is primarily responsible for all Group claims processing. Also serves as back-up to the Customer Service Representative position to answer all incoming telephone calls related to Medical, Dental, Vision claims calls from members and providers while ensuring excellent customer service. Other primary responsibilities include support to the department by processing first level appeals and working member and provider correspondence relative to claims processing.

**ESSENTIAL FUNCTIONS:**

- Maintain high levels of Customer Service to the client, the employees, the providers, as well as co-workers.
- Provide back-up to all incoming phone calls; return escalated calls within 24 hours of receipt.
- Verify eligibility, benefits, and claims status for members and providers.
- Process all incoming correspondence and re-pricing folders.
- Respond to all first-level appeals; maintain appeal log and monitor responses to determine if second level appeals are required.
- Update claims system and release claims appropriately based on COB updates from Eligibility.
- Work collaboratively within the Team to ensure consistency in workflow and processes.
- Display high levels of Quality that is measurable through random Quality Audits.
- Responsible for addressing immediate customer concerns/complaints via phone, letter, email, or in person at the office.
- Work directly with Eligibility team to quickly resolve all related issues.
- Work directly with Benefit & Plan Administrator and quickly address any issues with regards to how claims are processed within the system.

**ESSENTIAL SKILLS AND EXPERIENCE:**

- Medical claims processing experience
- Understanding of stop loss preferred
- Strong Problem Resolution Skills
- Excellent Communication Skills
- Interpersonal skills
- Ability to handle difficult situations
- Decision making skills
- Organizational skills
- Strong customer focus and sense of urgency
- Ability to handle a variety of activities at the same time
- Ability to prioritize work

Qualified candidates should send a resume and salary expectations to [careers@customdesignbenefits.com](mailto:careers@customdesignbenefits.com).