



POSITION: Customer Support Specialist
DEPARTMENT: Group Operations
Exempt X Non-exempt

JOB RESPONSIBILITY SUMMARY:

The Customer Support Specialist (CSS) is responsible for the administration of all Claims and Customer Service functions for overall Medical, Dental, Vision, STD, and Multi-service (1POC) group clients. As the primary point of contact, the Customer Support Specialist supports the Account Management team assuring that all claims/customer service issues are resolved timely and accurately. The CSS works directly with the designated client representatives, keeping them abreast of all claims administration activities providing a collaborative working environment to meet all customers' needs.

ESSENTIAL FUNCTIONS:

- Maintain high levels of Customer Service to the client, the employees, the providers, as well as co-workers.
- Be the primary point of contact (telephone calls, emails, correspondence, etc.) for all 1POC clients ensuring that all calls and emails are responded to within 2 hours of receipt, and correspondence worked within 48 hours of receipt.
- Document 100% of all calls handled in the Call Tracking System.
- Ensure that all Medical, Dental, Vision, HRA, & FSA claims are processed accurately and timely within the guidelines of the Plan documents, producing consistent quality results.
- Ensure that all Claims in work Routes are processed within the Ten Day turn around standards.
- Meet and exceed company standard of 17 claim/call transactions per hour.
- Monitor the TAT of High Dollar Claims resolution; process within 72 hours of receipt.
- Responsible for updating the Accumulator Records as required; perform analysis to determine the root cause of error.
- Ensure that all Stop-Loss claims are in-house and processed by end of contract period.
- Review 2nd level appeals to determine appropriateness of additional review.
- Work collaboratively with Claims Manager, Quality Assurance, Systems, and Account Management to ensure timeliness/accuracy of internal policies/procedures are maintained.
- Responsible for addressing immediate customer concerns/complaints via phone, letter, email, or in person at the office.
- Communicate with the Stop Loss area to ensure timely and accurate communication of customer changes.
- Work directly with department managers to quickly address any issues with claims processing

Essential Skills and Experience

- Two years claims processing experience - Working knowledge of GBAS or similar systems.
- Proven skills in advanced claims process functions: high dollar claims administration; adjustment processing; pended claims resolution.
- Experience in communicating directly with HR and senior level client representatives.
- Proven strong customer focus and sense of urgency
- Ability to handle multiple priorities at all times; possess strong organizational skills
- Ability to work effectively within a team environment
- Problem resolution and decision making skills.
- Working knowledge of Microsoft Office Software programs
- Working knowledge of SPDs and the ability to quickly interpret customer benefits
- Understanding of Stop Loss Processes

Qualified candidates should send a resume and salary expectations to:
careers@customdesignbenefits.com.