



# Custom Design Benefits

*innovative cost containment solutions  
for employee benefits*

POSITION: Customer Service Representative  
DEPARTMENT: Group Operations  
REPORTING MANAGER: Claims Operations Manager  
 Exempt     Non-exempt

## JOB RESPONSIBILITY SUMMARY:

The Customer Service Representative (CSR) is responsible for answering all incoming member and provider calls related to Medical, Dental, Vision and Flex claims. As the first point of contact, this position is responsible for timely and accurate responses primarily relative to eligibility verification, benefits verification, and claims status. Additionally, the CSR's are responsible for following up on all calls left on voice mail as a result of overflow, and for the distribution of misdirected calls to the appropriate departments or person.

## ESSENTIAL FUNCTIONS:

- Maintain high levels of Customer Service at all times.
- Receive all incoming phone calls with a professional and positive greeting.
- Educate members and providers of Plan benefits accurately and professionally.
- Maintain Quality Assurance standards as follows.
  - Calls:
- Return phone calls within 2 hours of receipt
- Calls Refused -  $\leq 1.0\%$ ;
  - Quality Goals - 99.0%
  - Transactions per Hour - Experienced - 12.5
  - Transactions per Hour - 1st year - 10.5
- Coordinate phone coverage during peak hours, lunch breaks, vacations, and holidays with BA and CSS co-workers.
- Ensure dissatisfied caller issues are escalated and addressed within 2 hours of receipt.
- Document 90% of all calls in GBAS Call Tracking System.
- Document patient notes accurately with all pertinent member/claims information.
- Complete adjustment form and submit to appropriate personnel for completion.
- Check voicemail every two hours and ensure that all calls are returned by close of business on day of receipt.
- Responsible for immediately escalating customer concerns/complaints via phone, letter, email, or in person at the office.
- Other duties as assigned.

## POSITION MINIMUM REQUIREMENTS:

- Excellent Communication Skills
- Interpersonal skills
- Decision making skills
- Organizational skills; ability to prioritize work
- Strong customer focus and sense of urgency
- Ability to handle a variety of activities at the same time

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