



POSITION: Stop Loss Claims Specialist
DEPARTMENT: Risk & Medical Management
REPORTING MANAGER: Manager, Stop Loss Claims
Exempt x Non-exempt

JOB RESPONSIBILITY SUMMARY:

The Stop Loss Claims Specialist is responsible for managing the internal and external functions of stop loss administration including both technical and administrative components from renewals to closing out of plan year for all CDB Medical Clients.

ESSENTIAL FUNCTIONS:

- Responsible for all day-to-day functions and processes that pertain to stop loss submissions, research, follow-up and responsibilities to meet all stop loss needs for Client.
- Ensure proper notifications to all Stop Loss vendors of potential high cost claimants, 50% notifications and Case Management reviews/updates in a timely fashion.
- Ensure case management/UR authorizations and Aggregate reports being relayed to the stop loss vendors in a timely fashion.
- Ensure accurate and timely filing of daily, weekly and monthly reimbursement requests on behalf of the client to the stop loss vendors following each vendor's processes and procedures while maintaining CDB objectives.
- Ensure accurate and timely filing of Plan Year-End submissions and be responsible for all follow through to ensure Client is reimbursed and satisfied with all outcomes.
- Keep Stop Loss Claims Manager abreast of any immediate client and benefit administrator concerns/complaints regarding stop loss received emails, phone calls in person or letter.
- Work closely with Stop Loss Claims Manager to access all procedures for streamline and enhancement opportunities.
- Interface and provide support to all areas/departments within CDB to maintain integrity of CDB compliance with stop loss vendors.
- Interface and provide support to all Stop Loss Vendors to maintain integrity of CDB compliance.
- Responsible to update and maintain Salesforce data as it pertains to Stop Loss Department responsibilities.

ESSENTIAL SKILLS AND EXPERIENCE:

- High levels of quality, production, and excellent customer service skills
- Strong critical thinking and problem solving and decision making skills
- Strong organizational skills
- Strong attention to detail
- Ability to multi-task and prioritize assignments
- Flexible to change
- Strong customer focus and sense of urgency
- Ability to work independently while part of a team
- Knowledge of Microsoft Outlook, Excel and Word
- Knowledge of general office practices and procedures

Qualified candidates should send a cover letter, resume and salary expectations to careers@customdesignbenefits.com.