

Customer Service Representative

This position responds to telephone calls from customers regarding eligibility, benefits, and claims processing and assists in resolving problems related to these areas.

Job Responsibilities

- Responds to telephone calls from insureds, plan participants, employers, providers and agents regarding benefits provided through Medical Benefits Mutual and Medical Benefits Administrators. Types of coverage include medical, prescription drug, life, dental, vision, disability, flexible spending account, dependent care assistance and health reimbursement arrangements.
- Documents all calls in the on-line documentation system.
- Retrieves messages from the automated voice messaging system and responds to them throughout the business day.
- Researches problems or complaints and initiates corrective action (e.g., requests claims adjustments or communicates information to appropriate department for resolution).
- Reviews and files all plan information and organize it in such a way that allows for quick and accurate responses to customer inquiries.

Job Requirements

- High school diploma or equivalent.
- Prefer one year of customer service experience or equivalent, particularly in the health insurance or medical industry.
- Strong oral communication skills.
- Ability to learn to read and understand insurance policies and plan documents as well as federal and state laws and regulations affecting the insurance and self-funded industries.