

JOB ANNOUNCEMENT**Posting Date:** 08/19/2024**Position:** Customer Service Representative**Supervisor:** Supervisor, Customer Service**Location:** Remote

Job Summary:

To research, resolve, and respond to complex inquiries that could not be resolved by the IVR or Dental Office Toolkit by providing claim and benefit analysis, performing claim adjustments, and worklist adjudication in a quality driven environment.

Primary Job Responsibilities:

1. Answers, researches, and resolves incoming calls relating to complex inquiries that could not be resolved by the IVR or Dental Office Toolkit regarding, but not limited to, benefits, claim resolution, provider compliance, and eligibility information in a professional, courteous manner.
2. Takes ownership of customer issues in order to provide first call resolution and only escalates issues when needed for further technical research or supervisory determination.
3. Analyzes problem focus claims for immediate determination, including the completion of necessary adjustments or implementing the process for refund auto deduction.
4. Facilitates Provider Directory, ID card, EOB, and claim form requests.
5. Provides IVR Help Desk Support and education to dental offices and members
6. Adjudicate claims in claims processing worklist by researching contract provisions, provider status and processing guidelines.
7. Assists other departments with special projects as assigned by Supervisor/Manager of Customer Service.
8. Provides education and support to members for Consumer Toolkit and DDTN website navigation.
9. Process new claims in system as necessary to facilitate adjudication.

Perform other related assigned duties as necessary to complete the Primary Job Responsibilities as described above.

Minimum Qualifications:

Position requires an associate’s degree, or high school diploma with two years dental office experience, or two years claims processing experience or three years technical customer service experience. Will accept any suitable combination of education, training, or experience. Position requires Microsoft word and excel or spreadsheet knowledge; strong customer service skills; strong time management and organizational skills; problem resolution skills; accurate data entry skills; and strong analytical aptitude.

Position requires adherence to department and corporate policies and procedures, serve internal and external customers and support the goal of other departments and the company.

Disclaimer

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

If you are interested in this position and possess the qualifications required, please complete this form and an Employee Application and submit both to Human Resources.

Signature

Date

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.”

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a). This regulation prohibits discrimination against qualified protected veterans, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans.”

“We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.”