

Claims Customer Service Representative

Our established Medical Management Company is built on more than 100 years of collective experience in the managed care (healthcare) industry. We specialize in managing independent groups of physicians with both commercial and senior managed care (HMO) patients.

We are looking for a super star candidate as our part-time or full-time, *Claims Customer Service Representative*, responsible for providing a high level of customer service to IPA's clients including members, providers, third party provider representatives, and health plans.

Position Requirements:

- Knowledge of health care industry and/or managed care claims processing as is generally obtained through 1-2 years of experience.
- Requires the ability to speak, read, write and understand English and other general educational skills as is generally obtained by completing high school or a GED.
- Ability to write routine reports, correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from customers
- Excellent computer skills required specifically Word, Excel, Microsoft Outlook and PowerPoint.

Primary Responsibilities: (*= Essential Functions)

- Answer calls from members, providers and health plans regarding specific claim issues. Route and redirect calls as necessary.*
- Return calls from the Claims voicemail box.*
- Perform timely follow-up on calls requiring research and call back.*
- Accurately interpret DOFRs – Division of Financial Responsibility documents that determine who pays for specific health care services (PDT, health plan or other). *
- Use MedMC software to log incoming call and resolution of the call. *
- Act as back-up resource to cover front desk phones/greet walk-in guests, data entry of paper claims and open/sort/batch incoming claims mail.
- To complete other tasks as assigned.

Our leadership operates within the highest level of integrity and respect, empowering staff with a strong support system. We are offering a solid opportunity with a growing company including full benefits, paid holidays and a competitive compensation within a progressive, friendly work environment.

If you consider yourself a qualified, stellar candidate driven to demonstrate your initiative and reliability, please submit your resume with "**Claims Customer Service**" as the subject to jobs@pdtrust.com.

Thank you for your interest in joining our team; we look forward to hearing from you!

~Equal Opportunity Employer~