

We are looking for a super star candidate as our 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.
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- 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.
 - Bilingual in Spanish and English preferred.

Primary Responsibilities:

- 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.

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