

Job Title: Claims Customer Service Representative	Department: Claims	Effective Date: January 12, 2022
Reports to: Claims Support Supervisor	Direct Reports: None	FLSA: Non-Exempt
Working Conditions: Normal, no adverse or hazardous conditions.		

Primary Purpose:

- To provide high level customer service to PDTs' clients in accordance with accuracy.

Principal Duties and 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.
- Complete other tasks as assigned.

Job Specifications (KSAs):

- 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.
- Knowledge of health or managed care industry as generally obtained through 1-2 years of work experience.

Position Performance Criteria:

- Consistently produces accurate and timely work product as it relates to departmental goals.
- Demonstrates high reliability through consistent punctuality and attendance.
- Competently performs position requirements with minimal supervision and direction, including taking initiative and assuming responsibility for follow through.
- Demonstrates excellent interpersonal skills as discerned through observation and team project successes.
- Accurately interprets and applies departmental policies and procedures using sound judgment.

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- Communicates clearly, professionally and respectfully to peers, superiors, subordinates and clients.
- Demonstrates overall professionalism in attitude, demeanor and personal appearance

Employee Signature

Date