



Job Title: Customer Service Representative

Department: Operations

Reports To: Member Services Team Lead

FLSA Status: Non-Exempt

Summary Increases member and provider satisfaction by providing professional and accurate responses to incoming inquiries regarding network, plan benefits, eligibility, authorizations, plan guidelines and processes, as well as claims and pharmacy issues. Handles grievances and appeals as necessary, ensuring that all concerns are responded to and resolved appropriately by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provides accurate information about eligibility, benefits, claim status and authorization requirements to service providers in a courteous and professional manner.
- Operates telephone ACD system.
- Provides assistance in initiating formal and informal grievances.
- Provides assistance in initiating Claim Review/Appeals.
- Maintains an up-to-date and thorough knowledge of Physician's United Plan's plans' guidelines.
- Provides accurate research to resolve issues regarding eligibility, benefits, claims and authorizations using appropriate systems.
- Properly documents all calls/contacts as required by Department standards in a clear and concise manner.
- Attends all departmental meetings and training sessions.
- Reviews training/educational material and seek clarification when needed.
- Acts as liaison between the providers and PUP when appropriate.
- Maintains strict confidentiality of all sensitive information.
- Refers unresolved issues to the next level and/or appropriate area when necessary.
- Achieves and maintains acceptable performance levels according to the Member Service standards.
- Answers telephones and transfers to appropriate staff member.
- Meets and greets vendors, members and visitors.
- Utilizes documents using Microsoft Office and other applicable software as designated by management.
- Performs general clerical duties, including but not limited to, photocopying, faxing, mailing and filing.
- Supports members' and providers' needs and answers questions.
- Processes member ID card requests and performs other Member Services related tasks and functions.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Other Qualifications

At least 1 year previous experience in Managed Care and Medicare desirable, though not required.
Bilingual a plus.