

Job Title: REP, FULL SERVICE I

Career Band: II

Location: CANTON CROSSING

Hire Range: \$27,639 - \$34,549

Reference #: 003341

Responsibilities

To effectively interact with clients, the incumbent must develop and apply an expert ability to analyze client need by current product mix, risk assessment, and revenue impact. Responds to telephone inquiries and written inquiries from subscribers, group administrators, providers, brokers, medical professionals, and internal personnel regarding contracts, benefits, appeals and claims processing.

Learns and administers all phases of client account management and the management of care cost dollars through the identification of; kedge of policies and riders, identification of other insurance and coordination of benefits, identification of falsified application information, and identification of fraudulent billing practices, terminal liability, and other party liability.

Learns to access information from BCBSMD automated systems, and by telephone and written inquiry with clients, providers, brokers, group administrators, providers, other Blues plans, and other insurance companies. Responds to client inquiries (written, by phone, or in person) about benefits or disputes about adjudication decisions, assures accuracy of the decision, and educates the client on the methods applied.

To effectively administer service, the incumbent must utilize a range of automated systems including but not limited to Healthaxis, LuminX.

Qualifications

Required: Position requires performance in either service or claims for a minimum of 18 months at a meets standard level or above. Must have 2 years of previous customer service and/or claims experience. Additional required experience includes use of automated systems, PC or CRT proficiency, excellent oral and written communication skills, time and organizational management, and successful project management. Experience performing duties that are detailed in nature, exposure to health care, health insurance, medical information, and direct service experience is preferred. Exposure to project management and supervision is helpful. A Bachelor Degree is preferred.

Must develop and demonstrate proven application of a minimum of one specialized function at a meets standards level or above according to productivity and service standards established for the department in the first year. Must also demonstrate a baseline working knowledge and application of at least one additional technical area at a meets standard or above level within the second year.

As a level I Claims Representative, the incumbent must become proficient in coding and batch for paper claims for the following services: medical office, routine/non-routine, including well baby; allergy services; non-surgical injections; diagnostic lab, x-ray machine, professional component/full biller; physical, speech, and occupational therapy, emergency accident and S&S; second surgical opinion; and Medicare supplemental.

As a level I Service Representative, the incumbent must become proficient in claims, and general inquiries. They should also have a general knowledge of the following: systems; contracts/products; functions of other departments in the company; standard operating procedures; claims status; **NMIS standards**; CIA and follow-up to a customer inquiry; QLGS; organizational skills; paper flow. To be successful, the incumbent must learn and apply basic business and technical skills and contribute to the overall success of the team and department.

Note: The incumbent is required to immediately disclose any debarment, exclusion, or other event that makes him/her ineligible to perform work directly or indirectly on Federal health care programs.

Equal Employment Opportunity

We are an Equal Employment Opportunity / Affirmative Action Employer.

Other Information

Department: TPA - Claims

Hire Range Disclaimer

Please note that the "Hire Range" posted is only a suggested hire range. Actual salary will be based on relevant job experience and work history.

Please respond by 11/30/09

Where To Apply

www.CareFirst.com