

JOB ANNOUNCEMENT

Posting Date: 7/20/2022

Supervisor: Manager, Customer Service & Account Management

Position: Customer Service Lead Analyst

Location: Nashville, TN

Job Summary:

To research, resolve and respond to technical and complex multi-line inquiries for group and individual business inquiries by providing claim and benefit analysis, performing claim adjustments and claim worklist adjudication, provide subject matter expert (SME) level support to internal staff, backup support for Rapid Response Team and assist with departmental training.

Primary Job Responsibilities:

1. Answers, researches and resolves incoming inquiries relating to technical and complex benefits, claim resolution, provider compliance and eligibility information in a professional and courteous manner.
2. Provide subject matter expert (SME) support to internal customers and assist with technical, complicated inquiries relating to dental claims processing and benefits.
3. Assist with the development and maintenance of the Customer Service training manual.
4. Identify and report issues that may impact customer service or claims processing performance.
5. Research and respond to customer service email inquiries.
6. Assist with new and ongoing customer service training serving as a mentor to educate and enhance customer service quality.
7. Service as backup to the Rapid Response Team which provides small group administration including inquiry resolution, benefit manager toolkit training and facilitate client changes and/or requests.

Performs other related assigned duties as necessary to complete the Primary Job Responsibilities as described above.

Minimum Qualifications:

Position requires bachelor's degree and a minimum of 3 years' experience as an internal customer service/claims experience or a high school diploma and a minimum of 5 years internal customer service/claims experience. Will accept any suitable combination of education, training or experience.

Must have experience in Microsoft Word, Excel and PowerPoint. Must have demonstrated; strong customer service performance, as well as, problem resolution skills; high accuracy of work performed; and strong analytical aptitude. Position also requires excellent time management and organizational skills and detailed knowledge of dental terminology, CDT dental coding and insurance terminology. No disciplinary action within the last 6 months.

Disclaimer

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

If you are interested in this position and possess the qualifications required, please complete this form and an Employee Application Update (available from HR) and return both to Chief Compliance and Diversity Officer within five (5) workdays of the Posting Date.

Signature

Date

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.”

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a). This regulation prohibits discrimination against qualified protected veterans, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans.”

“We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.”