

JOB ANNOUNCEMENT

Posting Date: 07/20/2022

Supervisor: Manager, Customer Service and Account Relations

Position: Rapid Response Team - Account Services Administrator

Location: Nashville

Job Summary:

To provide technical and analytical support to group administrators and brokers of groups assigned to RRT.

Primary Job Responsibilities:

1. Analyzes inquiries from groups while facilitating the resolution of standard and complex issues. Inquiries may be initiated through the RRT Telephone Hunt Group or through email.
2. Records all account activity in SalesForce.
3. Assisting groups and brokers with Enrollment/ change/termination forms, and retro add/term request, making sure each caller is HIPAA compliant before providing any PHI.
4. Organize and coordinate Welcome Calls to new groups that are assigned to the RRT service group once the Welcome Letter is issued and received.
5. Coordinate activities with Account Executive/Internal Sales Coordinator as needed to provide service for assigned Groups.
6. Manage resolutions for groups and brokers regarding questions or issues concerning Billing and/or E-Billing access.
7. Manage access requests and ongoing support for Benefit Manager Toolkit for RRT Group Administrators and Brokers/Agents while ensuring HIPAA compliance.
8. Facilitate requests from Groups or Brokers with New Hire Packets, eligibility extracts, and 5500 forms as well as other materials and documents.

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

Minimum Qualifications:

Position requires a High School Diploma; (1) one year dental office experience; or (1) one year claims processing experience. Will accept any suitable combination of education, training or experience.

Position requires strong customer service skills; problem resolution skills; accurate data entry skills; and strong analytical aptitude.

Position requires adherence to department and corporate policies and procedures, serve internal and external customers and support the goal of other departments and the company.

Must have no disciplinary action within the past 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 Human Resources) and return both to Chief Compliance & Diversity Officer within 5 days 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.”