

JOB ANNOUNCEMENT

Posting Date: 08/03/2022
Position: Operations Administrative Specialist
Supervisor: Manager, Operations
Location: Nashville, TN

Job Summary:

To provide analytical support to Departments within DDTN by providing small group administration and client benefit analysis, as well as resolution for technical requests and special departmental projects.

Primary Job Responsibilities:

1. Investigates and facilitates special exception/requests to include Delta Returned checks and personal refund checks, as well as conducts detailed research and analysis for complex adjustments.
2. Provide subject matter expert (SME) support to internal customers and assist with technical, complicated inquiries relating to dental claims processing and benefits as well as Consumer toolkit support.
3. Analyzes overpayment report to determine proper course of action, including initiating additional refund letters and/or collection process.
4. Evaluates written correspondence to determine necessary resolution.
5. Works technical claims work list and claims entry and provides resolutions and follow-up for routine returned Information requests.
6. Processes Focus Review post screening claims.
7. Provides small group administration (Rapid Response Team) including inquiry resolution, Benefit Manager Toolkit (BMT) training and support, and facilitate client changes and/or requests.
8. Analyze, identify and report issues that may impact group service and claims processing.
9. Assist the supervisor and/or the manager with cross training initiatives and training support for new staff.
10. Serve as backup to Customer Service Lead Analyst.

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

Minimum Qualifications:

Position requires bachelor's degree and 3 years of dental office experience or a high school diploma and formal dental assistant training and 3 years of dental office experience, or 5 years of internal claims processing/customer service experience. Will accept any suitable combination of education, training, or experience.

Must have experience in Microsoft Word, Excel and excellent writing and communication skills. Position requires excellent time management and organizational skills; detailed knowledge of dental terminology, CDT dental coding and insurance terminology. Must have demonstrated strong customer service skills, problem resolution skills, high accuracy of work performed, and strong analytical aptitude.

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 the HR) and return both to the HR 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.”