



JOB DESCRIPTION

Job Title: Claims Analyst

Reports To: Supervisor – Claims

SUMMARY

The purpose of the Claims Analyst is to provide exceptional customer service. Claims Analysts process medical, dental, disability, pharmacy, and flexible spending claims in a timely and accurate manner. Claims Analysts are the primary contact for our groups and members in answering claims questions and resolving issues. The analyst is also responsible for performing check runs for their groups.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Report to work during core business hours (8:00 a.m. – 5:00 p.m.) on a consistent, regular basis

Process medical and/or dental claims, as well as disability, pharmacy, flexible spending, or vision claims, if applicable

Interpret and apply specific plan document language as well as determine eligibility for benefits during claims adjudication

Provide written correspondence and verbal information to members, group contacts, agents, and healthcare providers.

Refer potential abuse, subrogation, and adjustment claims

Perform necessary check run process and communicate check register information

Provide responsive and professional customer service for assigned groups as well as other groups with Cypress as needed.

Maintain a positive and professional attitude.

Work with members of staff on identifying process improvements

Flexibility to work overtime as dictated by department/company needs.

Perform other duties as assigned by management.

EXPERIENCE

Thorough understanding of Self Funding and Third Party Administrating concepts. Demonstrated written and oral communication skills required. Ability to navigate through and utilize various PC applications efficiently. Strong organizational skills, problem solving and decision making skills required. Ability Self direction and self starter skills required. Strong understanding of claims analyst process and procedures skills. Must have coding and medical terminology training. Must be able to work core business hours of 8:00 -5:00.

1-2 years previous experience required.