



JOB DESCRIPTION

Job Title: Provider Relations Representative

Reports To: Supervisor – Claims

SUMMARY

The purpose of the Provider Relations Representative is to provide exceptional customer service by supporting our Claims team and responding to inquiries from providers. Provider Relations Representatives answer provider inquiries regarding verification of benefits and Claims status for medical and dental claims. Provider Relations Representatives also provide a variety of other duties and projects assigned by Management to support the company. Some of these duties include: entering pre-certifications into the claims processing system, working miscellaneous claims queues, processing pharmacy claims, sending out correspondence, outbound provider call projects, and reviewing claims spreadsheets and plan documents.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

Provide responsive and professional customer service to providers regarding status of medical and dental claims.

Utilize necessary resources and navigate systems efficiently to accurately verify eligibility and provide verification of benefits.

Assist providers in getting set up and utilizing Provider Portal

Maintain a positive and professional attitude.

Work with members of staff on identifying process improvements

Perform other duties as assigned by management.

EXPERIENCE

Thorough understanding of Self Funding Insurance and Third Party Administrating concepts. Demonstrated written and oral communication skills required. Strong organizational skills, problem solving and decision making skills required. Knowledge in Excel and Word. Ability to navigate through and utilize various PC applications efficiently. Self direction and self starter skills required. Experience in medical and dental terminology, coding, and/or claims processing. Must be able to work core business hours of 8:00 -5:00. 1-2 years previous Insurance experience strongly desired.