

Job Description

We are currently seeking a service-oriented individual with excellent customer service skills to provide assistance to our members and providers via telephone. Must be able, to work in a fast paced call center environment answering member questions, processing and documenting information, and providing follow-up assistance as needed.

Position Responsibilities

- Processing member and/or provider information, answering member questions, referring issues to health networks.
- Documents information via the computer system.
- Verify member eligibility for providers.
- Function efficiently and productively in a high volume telephone call center.
- Maintain departmental productivity standards.
- Provide follow-up assistance as needed.
- Route escalated calls to the appropriate Member Lead.
- Adhere to departmental policies and procedures.
- Assist data entry and other departments with special projects as needed.
- Other duties as assigned by management.

Required Skills

- Establish and maintain effective interpersonal relationships with coworkers
- Function efficiently and productively in a high volume telephone call center.
- Learn procedures and regulations governing member eligibility and the terminology and documents used while remaining knowledgeable of Medi-Cal & Medicare benefits and procedures.
- Understand and follow oral and written directions.
- Hear and speak well enough to converse on the telephone and in person.
- Stand and/or sit for extended periods of time.
- Perform work requiring repetitive use of hands, arms or shoulders (e.g. keyboarding, typing, etc).
- Speak, understand, read and/or write a second language in addition to English may be required for some assignments.

Required Experience

Experience & Education

- High school diploma or equivalent required.
- Minimum 2 years' experience in a customer/member service or call center capacity.
- HMO, Medi-Cal/Medicaid and health services experience preferred.
- **Bilingual in English / Spanish is required.** (read, write, & speak).

Knowledge of:

- Principles and practices of managed health care, health care systems, and medical terminology.
- Principles and techniques for handling customer service issues.
- Personal computers, keyboarding, and appropriate software to produce correspondence, charts, spreadsheets, and/or other information applicable to the position assignment...
- Customer service principles and practices.