

## Job Description

<b>Position Title</b>	<b>Member Services Representative I</b>
<b>Job Description #</b>	<b>MS.05</b>
<b>Reports To</b>	<b>Member Services Vice President</b>
<b>Department</b>	<b>Member Services</b>
<b>Last Updated</b>	<b>October 31, 2013</b>

### **Position Summary**

Entry level, fully trained Member Services Representative (MSR II) to respond to member/provider inquiries, whether of a substantive nature, a procedural nature, or both. The position provides customer service to all inbound calls as well as making outbound/outreach calls when necessary. All calls routed through an Automatic Call Distribution (ACD) system, from Riverside Health members and/or providers on a variety of topics to educate them on benefit issues, claims inquiries and collect feedback regarding various campaign initiatives for UMMS Health Plans.

### **Essential Duties and Responsibilities**

- Complies with HIPAA/PHI regulations in all interactions with internal (representative from other departments) as well as external (members/providers).
- Handles and/or exceeds average of 45 calls a day, while meeting the service standards.
- Ability to meet the minimum QA audit scoring criteria.
- Attends to the members/providers inbound calls to assist with any appropriate information about benefits, provider and customer service issues.
- Documents details of all calls in the appropriate system and routes issues to appropriate department for follow up, when/if necessary.
- Follows up on pending unresolved issues.
- Provides expertise and customer service support to internal customers.
- Documents complaints and grievances in the appropriate systems and forwards to the appropriate entities.
- Meets and maintains tardiness and attendance standards set by department policy.
- Performs other duties and activities as deemed necessary.
- Performs other duties as assigned.

### **Education, Experience and Qualifications**

- 6 months Customer Service or ACD Call Center Experience preferred in a health insurance, medical or equivalent field.
- Minimum of 1 year of College experience preferred or equivalent directly related experience.

### **Knowledge, Skills, Abilities**

- Excellent interpersonal skills.
- Professional organizational, oral and written communication skills.
- Ability to listen, document and track problems within the appropriate systems, simultaneously while on calls.
- Ability to respond in difficult situations on the telephone calls. Maintain flexibility and a "can do" attitude supporting department goals and objectives.
- Able to commit to overtime as needed and/or shift changes.
- Ability to type a minimum of 35 wpm.
- Successfully complete in-house training program (90% or better on final test).

### **Computer Skills**

- Substantial knowledge of Microsoft Office including Outlook, PowerPoint, Excel and Word.