

Onsite Account Associate

Job Description:

Customer facing position for building strong relationships with plan sponsors and members. Responsibilities include handling member inquiries including customer service issues, benefits, and policy administration. Will serve as subject matter expert for benefits, policies and process and claims administration. Oversight for plansponsor eligibility, utilization management and claims reporting. Travel to multiple plan sponsor locations. Conduct open enrollment and new hire benefit meetings, participate in employee health fairs as well as community or plan sponsorevent.

Fundamental Components/Job Description:

Cultivate critical relationships with plan sponsors and members

- Develops and executes onsite account management strategy using customer experience and feedback: Meets with account team regularly to discuss service levels and expectations, share process improvements, discuss operation of benefits plans, identify gaps in service levels, determine root causes and develop solutions.
- Responsible for handling members with escalated issues, deliver timely resolution. Drive resolution to issues and client inquiries including billing, eligibility, service issues, contractual wording, and network access issues.
- Responds to customers' requests for network analysis, benefit plan design changes, and benefit questions and clarifications.
- Submit reports to plan sponsors timely to include analyzing for accuracy and meeting contractually identified solutions and may lead resolution of issues working with other areas.
- Collaborates with account management team to achieve growth/renewal objectives; assists in preparation and delivery of plan documents.
- Supports plan administration activities, including installation, open enrollment, new hire benefit meetings, plan set-up,eligibility, billing, and drafting by working proactively with support areas.
- Manages constituent training on product and policy questions.

Background/Experience desired:

- Depending on role, knowledge of sales support and underwriting functions is preferred.
- 2-5 years of health insurance industry experience preferred.
- Insurance license, as required by state law.
- Bachelor's degree desired or equivalent work experience

Additional Job Information:

Ability to multi-task to accomplish workload efficiently. Understanding of medical terminology. Oral and written communication skills. Ability to maintain accuracy and production standards. Negotiation skills. Technical skills. Problem solving skills. Attention to detail and accuracy. Analytical skills.

Proprietary