

POSITION: Claims Manager
DEPARTMENT: Operations

JOB RESPONSIBILITY SUMMARY:

The Claims Manager is responsible for managing the internal functions of the processing teams while promoting high levels of quality production and excellent customer service. Facilitates necessary training of procedures/processes. Manages specialized operational functions such as claims administration and customer service.

ESSENTIAL FUNCTIONS:

Technical Responsibilities

- Responsible for the day to day management of the Claim Administration and Customer Service Teams.
- Ensure that the procedures/processes produce accurate, timely, and consistent results. Assess procedures for streamline opportunities.
- Make certain that consistent quality and high production standards are met by following up with team and individual team members on a daily basis, as necessary, to establish and clarify goals to ensure team members meet standards and expectations. Review monthly QA reports with team members to ensure metrics are met and maintained.
- Monitor objectives to determine the effectiveness of workflow within the team. Responsible for facilitating training and mentoring (as necessary) to attain goals.
- Motivate team members to maintain targeted turnaround time that integrates with company-wide goals.

Personnel Responsibilities

- Interview potential new team members and provide feedback to the VP, Operations & Account Management regarding the hiring of new team members.
- Identify and facilitate team and individual development and training needs.
- Determine opportunities for cross training, with adequate training and follow-up.
- Responsible for the performance management of individual team members; initiates performance improvement plans with disciplinary action as needed; facilitates termination, and provides documentation supporting this recommendation.
- Performs quarterly performance evaluations of team members.
- Complete time sheets of individual team members; approve and monitor their PTO, making sure the team is adequately staffed to provide superior levels of service.
- Interact with the Training Department during new employee training. Remain engaged throughout the program to ensure the employee is progressing according to expectations.
- Partner with Operations VP to ensure satisfactory results are achieved and/or exceeded and all key functions are measured effectively. Meet with Ops VP to establish development plans as needed.

Administrative Responsibilities

- Follow-up with the quality team regarding quality assurance reviews.
- Review and analyze results and trends, and share results with team and individual team members.
- Attend regularly scheduled meetings to discuss processing issues and develop consistent procedures company wide.
- Responsible for addressing immediate customer concerns/complaints via phone, letter, email, or in person at the office.
- Assign and re-assign customer workload when new employees are hired, employees resign, or new customers are added to the team.
- Effectively facilitates regular weekly scheduled team meetings with set agenda and minutes.

Other duties as assigned.

ESSENTIAL SKILLS AND EXPERIENCE:

- At least 2 years supervisory/management experience managing a multi-functional team, (CSR, Mail Room, Receptionist, Eligibility)
- Experience with hospital and/or physician claims, including plan set-up and batch processing
- Microsoft Office proficient
- Interpersonal skills - coaching & mentoring others.
- Advanced problem solving skills including ability to review at detailed level
- Decision making skills
- Strong customer focus and sense of urgency
- Understanding of the significance of the customer relationship and having a desire to constantly enhance that relationship
- Ability to prioritize work
- Understanding of stop loss insurance and reporting/filing process

Qualified candidates should send a cover letter, resume and salary expectations to careers@customdesignbenefits.com.