



COBRA Administrator

Custom Design Benefits is the Cincinnati area's largest independent, full-service Third Party Administrator (TPA) of self-funded health benefit plans.

Work up to two days from home with a hybrid work schedule!

Custom Design Benefits is big on creating a collaborative workplace that encourages, recognizes and celebrates their employees while also providing great benefits including:

- Medical, Dental and Vision Insurance
- Primary Care and generic prescriptions with no co-pay
- Short & Long Term Disability
- Life Insurance
- Paid Time Off
- Nine Paid Holidays
- Competitive match 401(K)
- A fun work environment that promotes work/life balance and process improvement
- Professional Development
- Quarterly bonuses
- Tuition reimbursement

Job Summary:

The COBRA Administrator is responsible for processing all COBRA related functions as participants are termed from their healthcare providers, and maintaining client set up and relationships.

Responsibilities:

- Maintain high levels of customer service to the client and their members, as well as co-workers.
- Upon notification from employer, process all terminations in system adhering to Government & quality assurance guidelines
- Generate and mail QE (Qualifying Event) letters to terminated employees within 14 days from receipt of client notification
- Post all COBRA payments received to the appropriate accounts
- Display high levels of quality that is measurable through random quality audits
- Responsible for new client implementations, with timely follow through from start to finish
- Manage client rate renewals accurately and timely
- Work the COBRA@CustomDesignBenefits.com email box to appropriately distribute communication for processing
- Work personal email box to appropriately handle requests and respond within two hours
- Work voicemail box to appropriately handle requests and respond within two hours
- Be an expert on subject matter pertaining to rules and regulations of COBRA or have resources available
- Work email to appropriately distribute communication for processing
- Respond to email and voicemail within two hours
- Own the integrity of their client base in the CRM platform



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- Manage client expectations
- Electronically file all client-related paperwork in appropriate location
- Create and send adhoc reports to clients
- Other duties as assigned

Requirements:

- Communication skills – verbal and written
- Interpersonal skills
- Ability to handle difficult situations and work under pressure
- Problem solving skills
- Decision making skills
- Organizational skills
- Strong customer focus and sense of urgency
- Ability to handle a variety of activities at the same time
- Processing system - understand program and research issues with our vendor as needed
- Microsoft Outlook, Access, Excel and Word
- Ability to prioritize work

Fundamentals: 1. Take Care of our Clients; 2. Get the Facts; 3. Honor Commitments; 4. Deliver Results; 5. Own It; 6. Work Smart; 7. Be a Fanatic about Response Time; 8. Get Clear on Expectations

StrengthsFinder: Achiever-E; Consistency-E; Empathy-R; Responsibility-E; Strategic-S; Adaptability-R; Analytical-S; Arranger-E; Deliberative-E; Relator-R

Custom Design Benefits is an Equal Opportunity Employer