



Customer Service Representative

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

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 Customer Service Representative (CSR) is responsible for answering all incoming member and provider calls related to Medical, Dental, Vision and Flex claims. As the first point of contact, this position is responsible for timely and accurate responses primarily relative to eligibility verification, benefits verification, and claims status. Additionally, the CSR's are responsible for following up on all calls left on voice mail as a result of overflow, and for the distribution of misdirected calls to the appropriate departments or person.

Responsibilities:

- Maintain high levels of Customer Service at all times.
- Receive all incoming phone calls with a professional and positive greeting.
- Educate members and providers of Plan benefits accurately and professionally.
- Maintain Quality Assurance standards as follows.
- Calls:
 - Return phone calls within 2 hours of receipt
 - Calls Refused – ≤1.0%;
- Quality Goals – 99.0%
- Transactions per Hour - Experienced – 12.5
- Transactions per Hour - 1st year – 10.5
 - Coordinate phone coverage during peak hours, lunch breaks, vacations, and holidays with BA and CSS co-workers.
- Ensure dissatisfied caller issues are escalated and addressed within 2 hours of receipt.
- Document 90% of all calls in Claims Call Tracking System.
- Document patient notes accurately with all pertinent member/claims information.
- Complete adjustment form and submit to appropriate personnel for completion.
- Check voicemail every two hours and ensure that all calls are returned by close of business on day of receipt.
- Responsible for immediately escalating customer concerns/complaints via phone, letter, email, or in person at the office.



- Other duties as assigned.

Requirements:

- Excellent Communication Skills
- Interpersonal skills
- Decision making skills
- Organizational skills; ability to prioritize work
- Strong customer focus and sense of urgency
- Ability to handle a variety of activities at the same time

Fundamentals: 1. Take Care of our Clients; 2. Get the Facts; 3. Deliver Results; 4. Be A Great Teammate; 5. Listen Generously; 6. Be Positive and Bring It; 7. Create the WOW

StrengthsFinder: 1. Achiever; 2. Arranger; 3. Communication; 4. Focus; 5. Responsibility; 6. Restorative; 7. Relator; 8. Positivity; 9. Discipline; 10. Deliberative

Custom Design Benefits is an Equal Opportunity Employer