

Customer Support Specialist

Are you looking for a **career**, not just a job?

At Custom Design Benefits, we are a team built with CARE – Commitment, Accountability, Respect & Integrity, and Excellence. We are a third-party administrator who manages healthcare benefits for our self-funded clients.

Tasks:

- Ensure that all Medical, Dental, and Vision claims are processed accurately and timely within the guidelines of the Plan documents, producing consistent quality results.
- Be the primary point of contact (telephone calls, emails, correspondence, etc.) for all 1POC clients and Account Managers ensuring that all calls and emails are responded to within 2 hours of receipt, and correspondence worked within 48 hours of receipt.
- Document all calls in the claims call tracking system.
- Monitor the turnaround time of High Dollar Claims resolution; process within 48 hours of receipt.
- Ensure that the True Cost Balance Bill process is effectively worked as needed for the clients.
- Ensure that all Stop-Loss claims are in-house and processed by end of contract period.
- Be a backup operator for incoming calls.
- Other duties as assigned.

Our Ideal Candidate:

- Excellent Communicator
- Learner
- Critical Thinker
- Problem Solver
- Positive
- Reliable
- Self-Starter
- Achiever
- Team Player

Send resumes to careers@customdesignbenefits.com to apply today!