

Member 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:

- Be a Customer Service Ambassador!
- During the course of answering incoming calls, educate members/providers on plan benefits and claim transactions accurately and professionally.
- Ensure dissatisfied caller issues are escalated and addressed within 2 hours of receipt.
- Document all calls in the claims call tracking system.
- Document member/provider records accurately with all pertinent information.
- Completes adjustment requests and submits to appropriate personnel for next steps.
- Utilizes multiple software and digital tools timely and effectively to retrieve member or provider information for calls, emails, or letters.
- Other duties as assigned.

Our Ideal Candidate:

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

Send your resume to careers@customdesignbenefits.com to apply today!