

Preferred Health Care Job Description

Job Title: Client Services Support Specialist
Department: Client Services, TPA
Reports To: Manager, TPA Reinsurance

SUMMARY

Provides administrative support to Client Services department. Adept at working with and protecting confidential business information.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Analyzes and organizes high-priority work flow from Sales and Client Services such as flow of correspondence, proposal requests and excess loss proposals.
- Coordinates updated information from actuarial partners, excess loss partners and internal staff.
- Updates Salesforce with proposal rates and information.
- Standardizes procedures to improve efficiency between proposal area and sales department.
- Responsible for certain new group system setup components.
- Update monthly aggregate and specific claim payments in claim system and prepare monthly aggregate and specific reports to submit to the actuary partner.
- Prepare Quarterly savings reports for Client Management team to deliver to groups.
- Audit Prism reports from actuary partner, deliver to Client Management team, excess loss carriers and upload to secure employer portal.
- Collects agenda topics and material for regularly scheduled meetings with business partner/vendors (excess loss partner meetings, PBM and PBM analysis vendor, actuarial partners).
- Monitor new hires during plan year for renewal work and submit list of missing medical apps to Client Management to provide for underwriting.
- Provides administrative support to the Fund Analyst, Reinsurance Analyst, and Risk Analyst and Director.
- Assist team with project management and meeting deadlines.
- Examines work for exactness, neatness, and conformance to stop loss policies.
- Upload other monthly reports to secure Employer portal as needed.
- Other duties as assigned by the Director, Client Services.

QUALIFICATIONS

To perform this job successfully, the Administrative Support Coordinator must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Quick learner and works independently with little intervention.

EDUCATION and/or EXPERIENCE

Associate's degree (A.A.) or equivalent from a two – year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Excellent Microsoft Suite skills in Word, Excel, Power Point and Adobe Acrobat. Familiarity with group health benefits and HIPAA privacy, uploading files and documents to secure portals.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to interpret routine reports and correspondence. Ability to speak effectively and professionally to clients, brokers and other business contacts.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, and percentages.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or scheduled form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to speak on the phone. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision for computer operation.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.