



# KEY MEDICAL GROUP, INC.

3335 S. FAIRWAY VISALIA, CA 93277 (559) 735-3892 FAX (559) 735-3894 OR (559) 734-6203

## **Customer Service Representative Job Description**

The Customer Service Representative answers inbound calls and makes outbound calls to support Customer Service Department operations in a manner that maintains compliance with health plan regulatory requirements and achieves Call Center service-level objectives.

### **Essential Duties and Responsibilities:**

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below.

- Act as the primary point of contact and liaison for Foundation, Key Medical Group and delegated health plan members and providers contacting the plan regarding general inquiries, concerns or requests for information
- Develop a general understanding of all member facing materials, communications and interactions and be prepared to respond appropriately to follow up calls
- Answer inbound calls and/or place outbound calls in a high call volume environment and work directly with members and providers to accurately and completely answer inquiries involving program services and benefits
- Follow established policies, procedures, guidelines and resources to respond to member and provider inquiries and resolve concerns in an accurate, timely, professional, and culturally competent manner
- Intake, handle and coordinate member grievances, appeals and claim issues, escalating to the customer service lead or department manager, when necessary
- Educate members and providers on eligibility, medical and pharmacy benefits and how to access services in a manner that achieves excellent service standards and maintains high customer satisfaction
- Use listening skills and judgment to appropriately categorize and accurately document all contacts and follow-up actions regarding member and provider communications and activities in accordance with established guidelines, policies and procedures
- Appropriately handle member and provider requests through alternative channels such as e-mail, voicemail, fax, walk-in, etc. in accordance with established procedures
- Triage member and provider requests or inquiries for other departments
- Attend and actively participate in daily, weekly, and monthly departmental meetings, in-services, training and coaching sessions
- Identify member/provider issues and trends and report relevant information to the customer service lead or manager
- Perform other related duties as required or assigned

### **Requirements:**

The requirements listed below are representative of the knowledge, skill, and/or ability required or desired:

- High School Diploma or GED
- Minimum one year of experience in Customer Service or Call Center role, preferably within a Health Care

- Prior experience with managed care plans, Commercial, Medi-Cal and Medicare programs, and working with underserved populations
- Ability to meet Key Performance Indicators by participating in and achieving the standards of the Customer Service Call Center Quality Program (schedule adherence, quality and production)
- Ability to speak English fluently enough to be clearly understood over the telephone, bi-lingual skills are desired
- Working knowledge of and the ability to efficiently operate all applicable computer software including computer applications, such as Outlook, Word and Excel
- Ability to use a keyboard with moderate speed and a high level of accuracy
- Excellent communication skills including the ability to express oneself clearly and concisely when providing service to plan members and providers over the telephone, in person or in writing
- Ability to think and work effectively under pressure and accurately prioritize and complete tasks within established timeframes
- Ability to assume responsibility and exercise good judgment when making decisions within the scope of the position
- Ability to maintain confidentiality
- Ability to comply with all Foundation policies and procedures
- Ability to perform the job safely with respect to others, to property, and to individual safety

Job Type: Full-time

Pay: \$15.00 - \$17.00 per hour