



## POSITION DESCRIPTION (Non-Exempt)

**Position Title:** Member Services Specialist      **Dept.:** Communications

**Reports To:** Member Services Manager      **Date:** August 2020

**Skill Set:** Computer savvy and proficient in the use of Microsoft Office Suite and Internet Explorer in order to navigate and retrieve information from a variety of software and internet applications, including numerous third party administrator (TPA) systems; Conversational with a variety of personality styles; High level of patience to work with a diverse caller group; Good written communication skills to document calls in a clear and concise manner; Excellent verbal communication skills and enjoy working with the public via telephone for extended periods of time; Adaptable to a continually changing environment and able to maintain a high degree of confidentiality.

### **Education/Experience:**

**Required:** High school diploma or equivalent. At least one year of practical experience in customer service, and call center required.

**Preferred:** Post high school education in business; Knowledge of Medicaid and Medicare rules.

---

### **Basic Function**

As the primary point of contact in our Call Center, the Member Services Specialist assists members telephonically with issues involving enrollment, transportation, benefit questions, coverage limits, payments, claims, and those matters that involve provider networks.

### **Specific Job Duties**

1. Assist members by telephone or in person, with questions, concerns, and complaints they may have regarding their enrollment with the services provided by SCHA in order that they receive satisfactory service and information.
2. Document all calls received in order that any audit, follow-up communication, grievances and appeals can be handled in an accurate, appropriate, and timely manner.
3. Assist Community Care Connectors (CCC) and other county staff with benefit questions, location of network providers, pharmacy issues, member materials, etc. in order that members are provided the best continuum of care possible.
4. Be aware of, or be able to obtain, Federal, State, and County laws and rules that regulate the provision of health care services to SCHA members, including those that apply to enrollee Grievances and Appeals, in order that SCHA and its employees are in compliance with such laws and rules and that members suffer no loss of coverage.

5. Determine when an issue needs to be escalated to a supervisor or other management personnel.
6. Initiate contact with new members to verify their receipt of new member materials and to inform them of SCHA's wellness programs, disease management services, and other services in order that members are fully aware of all services available to them.
7. Perform other duties as assigned within the scope, responsibility and requirements of the job.

### **Qualification Requirements:**

To perform this job successfully, an individual 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.

### **Language Skills:**

Must be able to read and write in English. Knowledge of Spanish and/or Somali languages a plus. Ability to access interpretation services, if needed.

### **Mathematical Skills:**

Basic mathematical skills required.

### **Accuracy:**

It is critical for the Member Services Specialist to communicate accurate information to enrollees regarding their healthcare benefits. The impact of errors or negligence in communicating incorrect benefits could be significant. In these instances, SCHA could incur costs of paying claims for services not in the member's benefit set. Quality checks may identify these errors, but this would be after the fact.

### **Reasoning Ability:**

Must be able to draw conclusions from past practice, essential information, rules and regulations, and common sense. Requires the use of judgment to research and make decisions in communicating benefits. Problem solving may be of a more challenging degree.

### **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 talk or hear. The employee frequently is required to sit for lengthy periods of time. The employee is occasionally

required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

### **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.

While performing the duties of this job, the employee should encounter no unusual or hazardous conditions. The noise level in the work environment does vary depending on call volume and number of member services staff on duty.

### **Travel Requirements:**

This position has limited exposure to out of town travel but may be required to occasionally travel intra-city to other SCHA sites.

### **Contacts:**

The Member Services Specialist obtains specific cooperation from personnel regarding work received from another or work delivered to another. This position has constant contact with enrollees, both via telephone and face-to-face, and works closely with the community care connectors, specific internal staff, as well as several TPAs and has occasional contact with providers.

The Member Services Specialist will communicate with members in a professional, courteous manner that will build trust, enabling the enrollee to have full confidence that they are receiving the correct information regarding their benefits. Based upon their experience assisting enrollees in solving benefit issues or concerns, this position will help to develop policies and procedures that can be used as guidelines when similar situations arise in the future.

### **Financial Impact:**

Errors in communicating benefits to members could negatively impact SCHA at a moderate to significant level depending on the individual situation. If a Member Services Specialist indicates to a member that a service is covered, but it really is not, SCHA could incur the costs of paying those claims.