



MEMBER SERVICES REPRESENTATIVE I

Position Status: Non-Exempt
Reports To: Member Services Supervisor
Effective Date: 06/30/99
Revised Date: 04/01/20
Job Level:

POSITION SUMMARY

Under general supervision, this position:

1. Acts as the frontline customer service representative within the Member Services Department, providing assistance to members and providers
2. Facilitates and coordinates non-medical transportation benefits for members
3. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Member Services Representative I is the full working level classification in the series and is distinguished from the next higher, advanced working level Member Services Representative II by the latter's responsibility for researching and resolving the more complex member issues and assisting the Member Services Supervisor with special projects.

RESPONSIBILITIES

1. Acts as the frontline customer service representative within the Member Services Department, providing assistance to members and providers, with duties including but not limited to:
 - Responding to and resolving customer inquiries and requests through a variety of methods including in-person, phone, e-mail, fax, web, and written correspondence
 - Orienting and educating new and existing members on how their health plan works, including providing information on benefits, provider network, accessing care, referrals, authorizations, claims and billing, coordination of benefits, and member rights and responsibilities
 - Meeting with members in person to answer questions and resolve issues
 - Assisting providers with routine inquiries and referring more complex inquiries to higher level staff
 - Assessing and resolving member issues and concerns related to areas such as eligibility, access to care, utilization of services, coordination of benefits, claims, and billing
 - Fulfilling member requests for ID cards and other member materials
 - Assisting members with selecting or changing their Primary Care Provider (PCP)
 - Utilizing the Alliance Information System to update member data, as appropriate
 - Making referrals to other Alliance departments or to County, community-based and private programs and services, as appropriate
 - Coordinating provision of services with other departments
 - Documenting relevant information and actions into Alliance systems in a timely and accurate manner
 - Following the call performance matrix to ensure all elements of a call are met
 - Receiving and routing member complaints and escalating calls and issues to higher level staff for resolution, as appropriate

- Utilizing system tools to route tasks and items requiring research and follow-up, as needed
 - Participating in Quality Assurance activities by having calls monitored
 - Participating in training and coaching, and incorporating feedback to improve performance
 - Keeping up to date on member benefits by line of business, Alliance and departmental operations, policies, procedures, and best practices related to managed health care and customer service
 - Ensuring compliance with privacy laws, policies, procedures, regulations and guidelines
 - Providing input related to the development of policies, procedures, and guidelines
2. Facilitates and coordinates non-medical transportation benefits for members, with duties including but not limited to:
- Reviewing member's medical status to determine appropriate level of transportation benefits and escalating to higher level staff for determination, as needed
 - Communicating with members regarding transportation benefits eligibility or denial of benefits
 - Scheduling transportation and utilizing vendor software to make transportation reservations
 - Ordering and distributing bus passes to qualified members
 - Calculating mileage reimbursement amounts
 - Responding to urgent transportation requests and working with members and providers to resolve related scheduling issues
 - Ensuring accuracy of data entered for State reporting and reimbursement purposes
3. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent and a minimum of two years of customer service experience in member services, health care, public assistance or human services or three years of experience in a customer service or call center environment (an Associate's degree may substitute for one year of the required experience); or an equivalent combination of education and experience may be qualifying.

KNOWLEDGE, SKILLS, AND ABILITIES

- Bilingual (English/Spanish)
- Working knowledge of the principles and practices of customer service
- Working knowledge of general administrative procedures, standard business office practices and the operation of general office equipment, such as computer, fax and copier
- Working knowledge of proper grammar, spelling, punctuation and formatting
- Working knowledge of and proficiency with Windows-based PC systems and Microsoft Word, Outlook and Excel, and database systems
- Some knowledge of the basic principles and practices of health care
- Ability to understand and communicate the complex operations and processes of the Alliance, particularly those related to Member Services and Care Management
- Ability to translate healthcare-related terminology and complex processes into simple language and step-by-step instructions when communicating with members and providers
- Ability to utilize a variety of computer systems, including the Alliance information system and external web sites and databases
- Ability to demonstrate strong organizational skills and attention to detail

- Ability to interpret, apply, and explain policies standards, regulatory requirements, and guidelines
- Ability to gather and evaluate information, ask appropriate questions, and utilize active listening and problem solving skills
- Ability to effectively, clearly and independently document, summarize and resolve member's concerns and inquiries related to routine and moderately complex issues and recognize those issues requiring escalation to a higher level staff member
- Ability to identify issues, conduct basic research, and interpret information and data
- Ability to perform basic mathematical calculations
- Ability to remain focused and professional in difficult situations, remain calm under pressure, and be empathetic while maintaining a professional demeanor
- Ability to respond to sensitive or difficult issues with tact and diplomacy
- Ability to establish and maintain effective working relationships with members, providers, individuals of varying socio-economic and/or cultural backgrounds, and with special needs populations
- Ability to present information to individuals and groups
- Ability to work independently with minimal supervision and as a member of a team
- Ability to efficiently utilize a 10-key calculator
- Ability to meet productivity and quality standards for calls
- Ability to work within a defined call center schedule and adhere to established standards related to attendance, punctuality and break schedules
- Willingness to work an alternate work schedule, as business needs dictate

DESIRABLE QUALIFICATIONS

- Associate's degree in Business, Health, Social Science or a related field
- Some knowledge of the principles and practices of managed health care in a health plan environment
- Some knowledge of Medi-Cal, Public Assistance and/or Social Security programs, including eligibility processes and guidelines
- Some knowledge of community resources within the Alliance service area
- Some knowledge of conflict resolution techniques

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.