

JOB POSTING

Position:	Claims Analyst III – Senior Claims Processor
Department:	Claims Services
Location:	Portland, OR
Hours:	Full Time, 8:00 to 5:00 M-F
Classification:	Hourly, bargaining represented by Local 11 OPEIU
Reports To:	Claims Manager

About us:

A&I Benefit Plan Administrators, Inc.(A&I) is a women-owned, leading Third Party Administrator headquartered in Portland, Oregon. Founded in 1954, A&I now provides services to over 76,000 employees and their families. ***A&I's mission is to provide personal, responsive quality service at a competitive price. We are small enough to know you, big enough to serve you.***

We provide high touch service to our internal and external customers and operate in a fast paced environment. Integrity is at the core of every business decision and we want our team members to be inspired, results oriented, and engaged in delivering service that support our mission and values.

Our claims department processes approximately 25,000 claims per month and makes approximately \$80M in benefit payments annually for medical, dental, vision, disability, flexible spending account, health and retiree reimbursement accounts and stop loss claims. The client demographics in the claims department are made up of Taft-Hartley and single employer self-funded accounts. Team members work directly with other staff and the clients on renewals, special reporting, and issue resolution.

Position Overview:

The Senior Claims Processor will need to be self motivated, organized and provide timely and accurate processing of a variety of health claims. This team member will also provide overall customer service, facilitate successful troubleshooting and problem solving with other team members and outside entities on behalf of our clients and their members. You will handle a wide variety of advanced and complex claims and other duties requiring the use of independent judgment, analysis and detailed knowledge of best practices in claims processing, company, and department procedures related to work performed. The claims team functions in a call center environment. You will be expected to initiate additional tasks or contribute to projects as needed for continual improvement of services and products the Claims department delivers to our clients.

Small enough to know you. **BIG ENOUGH TO SERVE YOU.**

Since 1954

Duties Include:

- Provide excellent internal & external customer service in a call center environment and in person;
- Analyze medical, dental, FSA, HRA, vision and disability claims to determine eligible benefits and process according to terms of various Plan rules;
- Apply COB and subrogation benefit rules;
- Prepare appeals to be presented to Appeals Board;
- Other duties as assigned.

Required Qualifications:

- Minimum 2 years claims processing experience;
- Minimum 2 years customer service experience;
- Knowledge & working experience with HIPAA;
- Excellent basic math skills (percentages, multiplication, division, etc.);
- 10 key by touch; and
- Good typing skills (45+ wpm) and demonstrated ability to type accurately.

Desired Qualifications:

- Prior third party administration experience and self-funding;
- Experience working with Taft-Hartley groups.

Proven Skills Regarding:

- Excellent Customer Service;
- Excellent verbal, written, and phone communication;
- Accurate intermediate level typing and 10-key;
- Proficient in MS Word and Excel for Windows;
- Organization;
- Maintaining complicated records;
- Creating, improving and using administrative systems and procedural checklists;
- Ability to work independently and under general supervision;
- Working successfully in a team environment;
- Ability to ask clarifying questions to complete tasks in the most efficient manner possible;
- Ability to sit for long periods of time; and
- Ability to follow policies, procedures and guidelines.

Successful Candidates will have Attributes and Values Important to A&I

- Maintains confidentiality;
- Integrity;
- Honesty;
- Takes Initiative;
- Takes pride and ownership of work product;
- Reliable and is accountable for themselves and their work;
- Responsive and follows through;
- Work ethic (attitude and willingness to work and deliver timely and quality work);
- Demonstrates flexibility;
- Punctual including excellent attendance record;
- Respectful and courteous;
- Cooperative;
- Organized;
- Proven ability to prioritize work and multitask;
- Attention to detail/quality/accuracy;
- Solution oriented; and
- Excellent time management skills (able to prioritize and meet deadlines).

How to Apply:

To learn more about A&I see our website at www.aibpa.com. Interested candidates may submit resume and letter of interest to aibpa@seemore.monster.com and include reference #PD3CLMSR.