

Customer Service Representative

At Liberty HealthShare, we believe our employees are one of our most important assets. As a **Member /Provider Services Care Advocate (MPSCA)**, you will be supporting one of the largest HealthShare ministries in the United States by providing top-notch, professional customer service to our members. Your primary goal is to interact with our members and providers, address their concerns and assist with their needs. As the frontline support to our ministry, the MPSCA ensures our members and providers have a positive experience throughout their interaction.

\$15.31/hr

40-hour work week. M-TH 11:00am – 7:30pm

Fri. 9:00am – 5:30pm

This job requires a background and drug test.

Primary Duties and Responsibilities:

1. Receive in-bound calls from members and providers and provide accurate, satisfactory answers to queries and concerns.
2. Ability to de-escalate situations and maintain a positive attitude while responding to complaints
3. Collect detailed interaction during each call with notation logged into templates
4. Educate questions from members regarding memberships, Liberty HealthShare ShareBox navigation, medical expenses, Liberty HealthShare Programs and Liberty HealthShare Guidelines
5. Educate providers on bill status, eligibility, and the provider portal
6. Update member information (i.e., Primary Payer, Email Address)
7. Task medical bills to be reprocessed when correction is required
8. Provide members with additional materials (i.e., Decision Guides, Guidelines)
9. Collaborate with other leads and care advocates to improve member and provider experience
10. Refer issues and questions to Leads and Associate Managers if unable to rectify
11. Communicate with team members and leadership effectively
12. Maintain a working knowledge of Guidelines, Programs, and Talking Points
13. Additional duties as assigned.

Skills, Knowledge, & Abilities:

- 2 years of Customer Service experience desired
- Active listening skills, effective verbal, and written communication skills
- The ability to navigate multiple software systems
- High service-aptitude with personal drive to serve our members with compassion and empathy
- Willingness to learn and develop skills to improve your knowledge and work performance

Benefit package that includes the following options:

- AultCare with prescription coverage
- Health Savings Account (HSA)
- Employer-sponsored dental plan
- Liberty HealthShare program options
- AFLAC plans available
- 403(b) retirement plan with employer match up to 5% upon hire

Paid Time Off (PTO)

Employee Assistance Program (EAP)

Company paid holidays (9)

Bonus referral hiring program

Minister on staff

Standard work week is Monday through Friday

Onsite training

Opportunities for advancement

Marketplace-style lunchroom with vending machines and free coffee

EEOC Statement

Liberty HealthShare provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Liberty HealthShare complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Liberty HealthShare expressly prohibits any form of workplace harassment based on race, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Liberty HealthShare employees to perform their job duties may result in discipline up to and including termination.