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# Example of Claims Associate Job Description

Our company is growing rapidly and is looking to fill the role of claims associate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for claims associate

* The timely and accurate management of this position is essential for the reduction of firm risk and client exposure
* Uses telephone and web-based tools to access insurance benefit plans and claim/EOB information
* Contacts designated insurance payers to inquire on statues of appeals
* Communicates with insurance payers to obtain account information, such as benefits and payment details
* Escalates unresolved claims through the appropriate payer contact
* When needed, resubmits demand letters to insurance companies and ensures receipt by insurance
* Connects with department colleagues to resolve claim questions
* Acts cooperatively and maintains a professional attitude with co-workers, management and insurance companies
* Special projects as dictated by management.Adheres to all company policies and procedures including, but not limited to those identified within the Standards of Business Conduct and the Employee Handbook, as may be amended from time to time
* Work within a team to collect member records

## Qualifications for claims associate

* Conduct reviews of these records by contacting providers
* Place the results collected into a specific data base
* Work as part of a team to collect and review member records by contacting providers
* Enter results into the database
* Conduct on-site review in the provider office or hospital
* Organize and prepare records, data entry, database management, and email communication