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# Example of Claims Rep Job Description

Our growing company is hiring for a claims rep. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for claims rep

* First point-of-contact for members regarding their healthcare benefits and plans
* 60+ calls daily inbound and outbound
* Handle customer issues, retention of customers, and assisting with billing
* 100% accuracy on leads, notes, and appointment creation
* Fully proficient in all key areas
* May participate in claims workflow projects
* Responds to telephone and written inquiries and initiates steps to assist callers regarding issues relating to the content or interpretation of benefits, policies and procedures, provider contracts, and adjudication of claims
* Adjusts voids and reopens claims on-line within guidelines to ensure proper adjudication
* May have customer/client contact
* May assist with training of staff

## Qualifications for claims rep

* Quickly and efficiently interprets requests, recognizes and investigates problems
* Superior understanding of customer needs and a passion for assessing and providing solutions to address those needs
* Must NOT be on any form of written counseling
* Act as a role model to peers
* 1 - 2 years related experience and/or training with an understanding of health plans, health plan eligibility and health care benefits, or equivalent combination of education and experience
* Intermediate knowledge of healthcare industry and processes