



Example of Claims Specialist Job Description

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

Responsibilities for claims specialist

- Prepare plan for investigation of claim, contact doctors/ hospitals or other persons/ organizations or check with client's family or neighbor to verify information to make claims decisions
- Issue payment to medical providers
- Process/move and maintain claims within the claims workflow and archival systems
- Handles difficult phone calls
- Composes special correspondence
- Works on special projects and tasks as assigned
- Verifies travel insurance coverage utilizing various methods , computer, fax, manifest, e-mail or telephone
- Formulates DOI/BBB complaint responses, addressing all concerns and gather all necessary documents to file a complete and timely response meeting all state requirements
- Work with the AAH compliance area Claims Compliance on any research needed of applicable laws and regulations
- Has extensive experience of handling claims of a complex nature

Qualifications for claims specialist

- Investigating and resolving claims including confirmation that the customer's statement and actions are accurate and appropriate in accordance with the customer contracts
- Analyzing SAP data for reported shortage and damage claims to recognize

- Performing weekly review of deduction report associated with transportation claims and expired returns
- Analyzing each deduction to confirm validity of deduction
- Identifying source of credit processing delay
- Working with direct and/or indirect customers third party processors to verify return details and ensure appropriate credit is issued