



# Example of Member Services Representative Job Description

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Our company is growing rapidly and is looking to fill the role of member services representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for member services representative

- Utilizes the company's data/note repository systems and other resources to provide accurate information as requested from members, providers and other customers
- Provides "high quality customer service" in an efficient and professional manner at all times
- Takes ownership of each call by working to resolve issues efficiently and timely
- Implements and executes all processes, requests or policies as requested by management in a courteous and efficient manner
- Offers suggestions and recommendations and cooperates with all office associates and superiors effectively
- Responds to customer inquiries regarding Plan benefits and coverage explanations or issues regarding Care1st and AHCCCS/DDD/Medicare programs
- Sends Plan material, correspondence or special items to members as requested
- Enters complete and accurate documentation in the MHC and/or AWD system
- Processes all member issues, complaints/grievances within 24 hours of receipt
- Meets all performance objectives within the context of the position

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- Completes all follow-up on member and provider issues in a timely manner
  - Informs the Lead, Supervisor, Manager or Director of escalated issues, as appropriate
  - Familiar with and adheres to PHI verification/HIPAA requirements
  - Respects member confidentiality and privacy
  - Uses proper phone etiquette and maintains a pleasant and professional tone throughout every call
  - Maintains professional and appropriate behavior (actions/verbal) at all times