



SENIOR MEMBER SERVICES REPRESENTATIVE

Position Status: Non-Exempt
Reports To: Member Services Supervisor
Effective Date: 04/01/12
Revised Date: 12/14/23
Job Level: S3

POSITION SUMMARY

Under limited supervision, this position:

1. Responds to complex member issues and acts as a technical resource for Member Services Representatives
2. Acts as a frontline customer service representative within the Member Services Department, providing assistance to members and providers primarily by phone
3. Assists with special projects, as assigned
4. Performs other duties as assigned

RESPONSIBILITIES

1. Responds to complex member issues and acts as a technical resource for Member Services Representatives, with duties including but not limited to:
 - Assisting members, providers and other customers with inquiries and resolving complex, second-level issues involving foster care eligibility, billing and claims questions, care management and enhanced care management issues and referrals and escalated member complaints
 - Responding to and resolving escalated member inquiries and issues, conducting research, and resolving issues or escalating to the Member Services Supervisor, as appropriate
 - Receiving and documenting member complaints in internal systems
 - Acting as a technical resource to Member Services Representatives
 - Triaging calls and in-person member walk-ins to appropriate units or outside entities
 - Assisting members, providers and other customers with inquiries and resolution of issues related to all aspects of care, including eligibility, access to care, utilization of services, coordination of benefits, claims, billing, and grievances
 - Documenting and updating relevant information and actions into Alliance systems in a timely and accurate manner
 - Staying current with new and updated policies, procedures and best practices related to managed health care and customer service
 - May assist with orienting and training Member Service Representatives
2. Acts as a frontline customer service representative within the Member Services Department, providing assistance to members and providers primarily by phone, with duties including but not limited to:
 - Responding to and resolving member inquiries and requests through a variety of methods including phone, in-person, e-mail, fax, web, and written correspondence
 - Orienting and educating new and existing members on how their health plan works, including providing information on benefits, provider network, accessing care, referrals, authorizations, claims and billing, coordination of benefits, and member rights and responsibilities

- Meeting with members in-person to answer complex member benefit questions and resolve complex issues, enhanced care management issues and referrals, and escalated member complaints
 - Assisting Member Services Representatives with member de-escalation, as needed
 - Utilizing the Alliance Systems to update member data, as appropriate
 - Making member referrals to other Alliance departments or to the County
 - Providing information regarding community-based and private programs and services to members, as appropriate
 - Receiving and routing member complaints and escalating calls and issues to higher level staff for resolution, as appropriate
 - Utilizing system tools to route tasks and items requiring research and follow-up
 - Keeping up to date on member benefits by line of business, Alliance and departmental operations, policies, procedures, and best practices related to managed health care and customer service
 - Ensuring compliance with privacy laws, policies, procedures, regulations, and guidelines
3. Assists with special projects, as assigned, with duties including but not limited to:
- Participating in departmental work groups and special projects
 - Assisting with the development of policies, procedures, and guidelines
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent and a minimum of four years of customer service experience in member services, health care, public assistance, human services or in a customer service or call center environment which included a minimum of two years of experience in a health care setting which involved assisting members and/or providers with eligibility processes and guidelines (an Associate's degree may substitute for one year of the general customer service experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Bilingual (English/Spanish or English/Hmong) required for some assignments
- Thorough knowledge of the principles and practices of customer service
- Working knowledge of the principles and practices of managed health care in a health plan environment
- Working knowledge of eligibility processes and guidelines associated with one or more of the following: the Medi-Cal program, Social Security programs, foster care, adoption assistance, and/or other public assistance programs
- Working knowledge of general administrative procedures, standard business office practices and the operation of general office equipment, such as computer, fax, and copier
- Working knowledge of conflict resolution techniques
- Working knowledge of proper grammar, spelling, punctuation, and formatting
- Working knowledge of and proficiency with Windows-based PC systems and Microsoft Word, Outlook and Excel, and database systems
- Ability to answer telephone calls promptly and minimize delays that may lead to missed calls
- Ability to act as a technical resource for Member Services Representatives
- Ability to de-escalate complex situations, including complaints

- Ability to understand and communicate the complex operations and processes of the Alliance, particularly those related to Member Services and Care Management, to members and providers
- Ability to translate healthcare-related terminology and complex processes into simple language and step-by-step instructions when communicating with members and providers
- Ability to utilize a variety of computer systems, including the Alliance systems and external web sites and databases
- Ability to demonstrate strong organizational skills and attention to detail
- Ability to interpret, apply, and explain policies standards, regulatory requirements, and guidelines
- Ability to gather and evaluate information, ask appropriate questions, and utilize active listening and problem-solving skills
- Ability to effectively, clearly, and independently document, summarize and resolve members' concerns and inquiries related to complex issues and recognize those issues requiring escalation to a higher-level staff member
- Ability to identify issues, conduct research, and interpret information and data
- Ability to assist with the development of policies, procedures, and guidelines
- Ability to remain focused and professional in difficult situations, remain calm under pressure, and be empathetic while maintaining a professional demeanor
- Ability to respond to sensitive or difficult issues with tact and diplomacy
- Ability to establish and maintain effective working relationships with members, providers, individuals of varying socio-economic and/or cultural backgrounds, and with special needs populations
- Ability to present information to individuals and groups
- Ability to produce accurate, precise, and quality work in a fast-paced work environment with competing demands
- Ability to meet productivity and quality standards for calls
- Ability to work within a defined call center schedule and adhere to established standards related to attendance, punctuality, and break schedules
- Ability to work independently with minimal supervision and as a member of a team
- Willingness to work an alternate work schedule, as business needs dictate

DESIRABLE QUALIFICATIONS

- Associate's degree in Business, Health, Social Science, or a related field
- Experience working in a managed health care environment
- Working knowledge of the diverse needs of the Medi-Cal population
- Working knowledge of community resources within the Alliance service area

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to spend the majority of work hours providing customer service via telephone
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.