

**INSURANCE ASSISTANT 2**

**Nature of Work:** Under general supervision, at the full-performance level, assists members, providers and general public via telephone, walk-in or correspondence concerning benefits and claims in the administration of the Public Employees Insurance Agency Benefits Program and/or the West Virginia Children Health Insurance Program. Performs a variety of basic customer service work by answering inquiries, resolving complaints and explaining benefits, rules, regulations and agency policies. Must be knowledgeable about all benefits administered by the agency. May train other personnel. May travel throughout the state. Performs related work as required.

**Distinguishing Characteristics**

This is full-performance level work in assisting members, providers and general public with insurance benefits and claims. It is further distinguished from the Insurance Assistant 1 by the complexity of tasks assigned and the level of knowledge needed in eligibility rules; agency and vendor computer systems; benefit coordinator responsibilities; and ability to independently provide training to Insurance Assistant 1's, benefit coordinators, vendor representatives, and insured members. The allocations of positions to this class is determined by the higher complexity of the work performed relative to that assigned to the Insurance Assistant 1 class.

**Examples of Work**

Answers written and verbal inquiries from members, retirees, providers, attorneys, Third Party Administrators, state and local government agencies, and the general public by explaining rules, regulations and agency policies.  
Resolves problem claims by interacting with claimants, payroll clerks, providers and insurance companies.  
Researches appeals, communicating directly with health care and pharmacy providers.  
Communicates with contracted vendor representatives to obtain services and resolve conflicts.  
Composes and types correspondence.  
Documents telephone calls.  
Enters data into computer system.  
Travels throughout the state explaining benefit programs.  
May prepare monthly billings and update premiums for agencies.

**Knowledge, Skills and Abilities**

Knowledge of the Public Employees Insurance Agency Benefit Program and the West Virginia Children Health Insurance Program rules, regulations and policies.  
Knowledge of Third Party Administrators policies, systems and operations.  
Knowledge of English grammar use and composition.

**INSURANCE ASSISTANT 2 (CONT'D)**

**Knowledge, Skills and Abilities (cont'd)**

- Ability to explain benefit programs to members, providers and the general public.
- Ability to train employer benefit coordinators and PEIA employees in all areas of insurance eligibility, enrollment, data entry and termination of coverage.
- Ability to interpret rules, regulations and policies.
- Ability to deal with sensitive issues in an orderly and controlled manner.
- Ability to type accurately.
- Ability to establish and maintain good working relationships with members, providers, attorneys and the general public.
- Ability to communicate effectively, both orally and in writing.

**Minimum Qualifications**

- Training:** Graduation from a standard high school or the equivalent.
- Experience:** Three years of full-time or equivalent part-time paid experience in a clerical capacity which must have included two years in working with insurance claims, benefits, premium collection and posting, or insurance eligibility in life, health care and pharmacy benefit plan.

Established: 3/20/08  
Effective: 5/1/08