

INSURANCE ASSISTANT 1

Nature of Work: Under close supervision, at the entry 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. May travel throughout the state. Performs related work as required.

Distinguishing Characteristics

This is beginning level work in assisting members, providers and general public with insurance benefits and claims with little or no latitude to vary methods or procedures. Typically, positions at this level handle the less complex inquiries and performs work within established procedures.

Examples of Work

Answers less complex 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.

Composes and types correspondence.

Enters data into computer system.

Resolves problem claims by interacting with claimants, payroll clerks, providers and insurance companies.

Assists in researching appeals.

Documents telephone calls.

May travel 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.

Ability to explain benefit programs to members, providers and the general public.

Ability to interpret rules, regulations and policies.

Ability to type accurately.

Ability to deal with sensitive issues in an orderly and controlled manner.

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.

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INSURANCE ASSISTANT 1 (CONT'D)

Minimum Qualifications

Training: Graduation from a standard high school or the equivalent.

Experience: Two years of full-time or equivalent part-time paid experience in a clerical capacity.

Established: 2/21/02
Re-titled: 3/20/08
Revised: 3/20/08
Effective: 5/1/08