

INSURANCE ASSISTANT, LEAD**Nature of Work**

Under general supervision and in a lead capacity, assists members, providers and general public via telephone, walk-in or correspondence concerning benefits, claims and policies in the administration of the Public Employees Insurance Agency Benefits Program and/or the West Virginia Children Health Insurance Program. Performs a variety of tasks including answering inquiries, resolving complaints and explaining benefits, rules, regulations and agency policies. Performs quality audits and prepares reports as directed. Must be knowledgeable about all benefits administered by the agency. Trains new employees and other personnel in the area of assignment. Handles unusual and complicated cases. Acts in the capacity of the supervisor of the section as necessary. May travel throughout the state. Performs related work as required.

Examples of Work

- Assists in planning, assigning and reviewing the work of others and trains employees in work methods.
- Audits Insurance Assistants to ensure correctness of entries and procedure compliance; has authority to make corrections to other Insurance Assistant's work.
- In the absence of a supervisor will have authority as established by management; i.e., delegate job assignments, arrange work schedules, prepare daily labor reports, approve leave requests, advises employees on current and/or new policies and procedures and prepare correspondence and reports, etc.
- 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.
- Composes and types correspondence while maintaining correspondence logs and monitoring correspondence performed by other Insurance Assistants.
- Resolves problem claims by interacting with claimants, payroll clerks, providers, third party administrators and insurance companies.
- Processes appeals.
- Documents telephone calls.
- May enter data into computer system.
- May travel throughout the state explaining benefit programs and policies.
- May prepare monthly billings and/or update premiums for agencies.

INSURANCE ASSISTANT, LEAD (CONT'D)

Knowledge, Skills and Abilities

- Knowledge of insurance terminology and procedures.
- 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 deal with sensitive issues in an orderly and controlled manner.
- Ability to establish and maintain good working relationships with employees, 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: Four 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.

Established: 8/21/03

Effective: 10/1/03