

ADVOCACY MANAGER

Top-rated Health Administration Company offers excellent opportunity to grow in a dynamic business. We are located in Katy, just off Highway 99 and Westpark Tollway. We have been in business since 1970 and we are in the front lines of our industry. We are led by the best minds in the business, we are innovative, stable, and we are growing.

Advocacy Manager has the overall responsibility for managing the Advocacy Team.

Essential Functions and Responsibilities

- Manage and supervise including but not limited to the following duties:
- Provide healthcare education and navigation for members
- Proficient with Entrust's Employee Benefit Plans and act as Healthcare Advocate to answer questions regarding plan coverage and potential financial costs
- Empower members with skills to enhance interactions with providers
- Work with members to determine the best use of their benefit plan
- Negotiate with providers
- Provide members with updates on the status of negotiations
- Coach members on how to use Entrust's technology to their advantage
- Review incoming and outgoing calls
- Conduct team meetings
- Update policies and procedures as needed
- Effectively track and manage all negotiations with providers
- Monthly and other managerial reporting duties
- Evaluate job performance, counsel and coach as needed
- Communicate with other teams, such as Account Managers, Claims, Customer Care, and Medical Helpline

Required Skills

- Minimum of 5 years supervisory and 3 years management experience preferred
- Outstanding interpersonal skills including Active Listening, Social Perceptiveness, Speaking and Critical Thinking Skills
- Strong writing skills
- Ability to communicate clearly when discussing complicated medical/insurance issues into works that are meaningful to the member
- Refusal to give up and able to use creative problem solving
- Be proactive, not reactive
- Ability to provide a team-oriented work environment that delivers a positive team culture
- Trustworthy and must have strong understanding of confidentiality of patient records and HIPAA compliance
- Computer efficiency in MS Office
- Ability to multi-task, including offering excellent customer service while navigating multiple systems
- Experience with Medical bills and Claims a plus

- Exceptional organizational skills and attention to detail

Qualified applicants are considered without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, status as a protected veteran or other characteristics protected by law.

Interested candidates must submit both a cover letter and resume to HR.t3@90DegreeBenefits.com.

Note: Healthcare Social Workers and Registered Nurses are welcome to apply.

Job Type: Full-time