



An Equal Opportunity Employer

Job Description

Job Title: Claims Examiner
Reports to: Claim Team Lead/Supervisor of Claims Operation
FSLA Status: Non-Exempt
PHI Access: Yes
Department: Claims Administration
Prepared by/Date: EBSOHR@kainsurance.com/mls 03/02/2022

Summary: Maintain claims inventory goals by accurately processing claims for assigned workload

Essential Duties and Responsibilities:

1. Processing all claim types for assigned workload, maintaining a 10 day or less turnaround time
2. Interpret and understand Plan Document provisions
3. Work priority queue and various other claim queues within the priority queue
4. Maintain claims email mailbox, supporting Customer Service and Account Executives
5. Maintain void and refund process
6. Maintain HPS process
7. Maintain Zelis process
8. Handle subrogation cases
9. Regular and reliable attendance

Other Duties and Responsibilities

1. Keep supervisor informed of known actions, written or verbal, which may affect the ability to successfully perform assignments or adversely affect 90 Degree Benefits operations.
2. Complete projects or other duties assigned by Supervisor.

Core Competencies

- Represent 90 Degree Benefits Core values, Mission and Culture
- Lead by example
- Be professional, courteous, and respectful of others
- Empower and develop others
- Communicate clearly and accurately, both written and orally
- Expand general knowledge of employee benefits
- Elevate performance by setting clear goals and expectations
- Foster knowledge, innovation, and productivity
- Work in a collaborative team environment
- Deliver the highest level of excellence

- Technical: To perform this job successfully the employee is proficient in working with the following systems:
 - QicLink System
 - VBA System
 - Excel
 - Word
 - Microsoft Outlook

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

- Associate degree or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Medical coding and medical terminology helpful.

Certificates, Licenses, Registrations:

- Must maintain a current driver's license and be able to travel, when requested, for 90 Degree Benefits.

Work Environment:

- Typical office environment, exposure to fax machines and copiers, computers, scanners, and printers.
- Employee is subject to minimal noise level.

Physical Demands:

- Seldom requires lifting and/or moving up to 10 pounds.
- Often required to sit, stand, walk, bend knees, stretch arms, talk, and hear. Occasionally required to stoop or kneel.
- Requires face-to-face contact/telephone/or use of technology for conversations/discussions with individuals or groups of people.
- Requires being highly accurate.
- Requires use of a computer to process information.
- Requires reading and responding to communications.