



Position: Reconciliation Specialist

The Benefit Service Center, Inc. is a Third Party Administrator (TPA), celebrating its 20th year anniversary in Chatsworth. We are seeking for an experience Reconciliation Specialist to join our team. The successful candidate must have a working knowledge of health benefit plans, excellent customer service, extremely detail oriented, and poses advanced Microsoft office skills (Excel, PowerPoint, Outlook, and Word).

Description: Provides direction and support for the Plan Sponsor (the "Client"). Provides information and assistance with policy questions, features, claims, and eligibility. Also responsible for maintaining a Plan sponsor's database, which includes information on the subscriber, dependents (if any), coverage and call notes.

Duties and responsibilities:

1. Perform timely billing reconciliations between the client, the BSC database, and the insurance carrier.
2. Maintain orderly, accurate files and work papers, as well as electronic spreadsheets and documents.
3. Answer phone calls for assigned clients, as well as any other client as needed. Calls should be answered within 4 rings.
4. Respond to any question from the employee concerning their plan or the employer policies/federal mandates relating to it.
5. Verify or confirm employee's coverage/benefits as needed.
6. Responsible for the accuracy of the assigned client's database.
7. Process all changes to the database timely and accurately.
8. Process all claims in a timely, accurate and proper manner.
9. Attend any meetings that are required for excellent customer service.
10. Keep updated with the latest methodologies, procedures, and client-specific information.
11. Review and process all forms, sending follow-up e-mails for missing information, if necessary.

12. Ensure that timely and accurate COBRA information is distributed as required by law.
13. Perform other duties as assigned.