

Healthcare Customer Service Job Description

Our company is searching for experienced candidates for the position of healthcare customer service. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for healthcare customer service

- Quickly understand and analyze customer needs and use computer based software to properly service the customer needs
- Provide an exceptional customer service experience
- Respond with empathy to complaints and concerns from members
- Initiate contact to obtain information relevant to the concern or inquiry as needed and follow-up as necessary to ensure that no tasks slip through the cracks
- Be open and receptive to feedback, and be willing to change behavior to improve performance
- Maintain service and product knowledge
- Talking to members and providers over the phone (inbound calls)
- Maintain and updates customer information as necessary
- Processing of Claims and Benefits through Computer Systems
- Explain basic coverage details and route inquiries to the correct department as needed

Qualifications for healthcare customer service

- Ability to receive inbound calls and effectively professionally communicate with consumers providing an excellent customer service experience
- Behavioral Health Pre-certification / 2-4 Years
- Experience in working in FMCG environment
- Fluency in spoken and written French, Dutch& English
- Knowledge of current software (MS Outlook, Word, Excel, SAP (O2C module))
- Service attitude / Customer minded

Health Insurance Customer Service

RS Peters



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