



Customer Service Open House

Wednesday, June 3
4:00pm – 7:00pm
Boston Medical Center HealthNet Plan
2 Copley Place, Fifth Floor
Boston

We will be conducting on-site interviews for the following positions:

Member Services Representative

Our Member Services Representatives are responsible for providing accurate and thorough information on Plan benefits, eligibility and enrollment policies to current and prospective members, providers, and internal customers. The Member Services Representatives are also responsible for resolution of customer inquiries and act as a member advocate in order to build member loyalty and extend member retention.

Associate's degree or equivalent relevant work experience is required along with one year of Customer Service experience. Bachelor's degree and Call Center experience preferred. Ability to work in a fast-paced and team oriented environment. Bilingual in Spanish, Portuguese, Haitian Creole or other language is highly desirable.

Claims Resolution Unit Representative

Our Claims Resolution Unit (CRU) Representatives are responsible for partnering with our Providers to respond to and resolve incoming inquiries regarding claims adjustment requests. The CRU Representative also is assigned special projects and performs research as needed.

Associate's degree or equivalent relevant work experience is required along with one year of Customer Service experience. Bachelor's degree and one year in a managed care environment as a Claims Processor preferred. Ability to work in a fast-paced and team oriented environment.

Please bring 2 copies of your resume

For directions and further details about all of our open positions, please click on the following link: http://www.bmchp.org/pages/home_careers.aspx