

Claims Manager-Quality

Professional Benefit Administrators leads with one guiding principle, provide exceptional benefit administration for self-funded health plans. Brokers who choose to partner with PBA will benefit from an ally who values cost containment, flexibility, responsiveness, member advocacy, transparency, and results. PBA collectively aligns through the organization's core values of:

- Work together and respect each other,
- Be dedicated to the customer,
- Be accountable and do what you say,
- Take initiative and be willing to learn and strive for continuous improvement
- Generate positive energy.

The Claims Manager- Quality, will be responsible for leading, managing and holding accountability for the claims quality teams as outlined below. This position requires an outgoing business leader who can observe, analyze, and continually improve the claim operation to ensure it runs as efficiently as possible for PBA's success. This role reports to the Chief Operating Officer. Please see below for a more in-depth overview of the daily responsibilities and skills required for this position.

Responsible for:

- Reporting department activity to the COO on a continuous basis.
- Oversight of Claims Quality Supervisors and work activity.
- Ensure claim related Performance Guarantees are met 100% of the time.
- Leading, managing, holding accountable Claim Supervisors and providing ongoing development.
- Evaluation and process improvement of:
 - Coordinated Care Unit
 - COB Team
 - Stop Loss/Excess Unit
 - Plan Loading Unit
 - Audit Unit
 - SPD Reviews/Scrubs
 - Rx Mapping
 - NSA/IDR's
 - New Vendor Installs
 - Training and Development
- Evaluation of staffing needs to support the workflow
- Delivering quarterly and annual reviews
- Responding and escalating when needed, questions posed by direct reports and other staff members needing assistance.
- Participating in the interview process of new staff.
- Evaluation of the ongoing training needs.
- Responding to requests made by other department managers as needed.

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- Troubleshooting issues and providing prompt, accurate results.
- Responding to client/broker inquiries as needed.
- All other duties as assigned.

Requirements for this position:

- 5+ years managing, supervising, coaching, and directing a similar service based or claims operation.
- 5+ years supporting Third Party Administration Claims processing.
- Stoploss experience or knowledge a strong plus.
- Javelina claims system or VBA claims system experience or knowledge a strong plus.
- Effective verbal and written communications skills necessary to lead and grow all team members while supporting our clients and broker's needs.
- Demonstrated ability to get results through team members
- Adaptability to new concepts and systems
- Problem solver and critical thinker
- Open minded and desire to learn, grow and receive feedback in a welcoming way.
- Must be able to represent PBA's Core Values and business procedures to vendors, brokers, and clients.

Benefits and Compensation:

- PBA offers a wide range of benefits including medical, dental, vision, life insurance, AD&D, critical illness, accidental illness, FSA, disability and 401k.
- The range for this role is \$85,000-\$100,000Annually

Professional Benefit Administrators is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Professional Benefit Administrators affords equal employment opportunities to all employees and applicants and specifically prohibits any and all discrimination and harassment based on race, race-related traits, color, religion, national origin, ethnicity, ancestry, military status, sex, pregnancy, sexual orientation, gender identity, disability (mental or physical), age, marital status, citizenship status, unfavorable military discharge, genetic information, order of protection status, and any other protected status under federal, state, and local law. Professional Benefit Administrators conform to the spirit and letter of all applicable laws and regulations.