

Stop-loss Claims Coordinator

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
- Generate positive energy.

Summary of Position:

The ideal candidate for this role will possess great attention to detail to ensure efficiency and accuracy for filing stop loss/reinsurance claims, as well as the ability to communicate with various internal and external customers.

Key Responsibilities:

- Filing of initial, subsequent, and final claims submissions to excess carriers with accuracy and timeliness.
- Maintaining excess files in a neat and orderly manner
- Maintaining the Claims Log accurately and as directed
- Send High Dollar Notifications to the excess carriers.
- Follow-up on all outstanding claim submissions every 2-3 weeks as needed.
- Reviewing the Excess Hold Report on a daily basis.
- Handling of Priority List/Month End Renewals with accuracy and provide proper notification to Accounting Dept of check batch lock-ups.
- Reviewing and responding to inquiries made by clients, brokers, and PBA staff in a timely manner.
- Reviewing/assisting carriers on questions or issues that may arise from submissions.
- Forward copies of cover letters and reimbursement checks/letter to Excess Clerical Support for forwarding to certain brokers/clients.
- Assist Customer Service/Claims Department with questions concerning excess files.
- Review refunds to determine payment outcome.
- Comply with data integrity and security policies
- Perform other duties as assigned to support PBA's Mission, Vision, and Values
- Must be able to represent PBA's Core Values to vendors, brokers, and clients.
- Generate month end reports
- Other duties as assigned.

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Minimum Job Requirements:

- Ability to maintain a positive work atmosphere by behaving and communicating in a clear and concise manner so that you get along with customers, clients, co-workers and supervisors.
- Must have a performance record that demonstrates a professional and responsible work ethic.
- Strong stop loss/reinsurance claim knowledge/understanding.
- Attention to detail is required to ensure accuracy.
- Must have basic knowledge of Word and Excel programs.
- Excellent organizational and communication skills.
- Ability to work independently and as part of a team.
- Ability to adapt to new concepts and systems.
- Ability to prioritize multiple projects throughout the day.

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 as well as to the letter of all applicable laws and regulations.