

Team Lead- Operations Claims Acquisition

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, be willing to learn and strive for continuous improvement,
- Generate positive energy.

The Team Lead is responsible for assisting the Claims Acquisition Manager in overseeing daily departmental workflow, ensuring productivity, quality, and efficiency while fostering a positive and collaborative work environment. This role serves as a key liaison between staff and management, providing leadership, support, and direction to ensure departmental goals are achieved in alignment with the organization's mission, vision, and values.

Responsible for:

- Assist the Claims Acquisition Manager by monitoring workload distribution and rebalance assignments based on team strengths and business needs.
- Communicate work-related updates, challenges, and performance metrics to management.
- Assist with departmental tasks and projects as needed to support operational goals.
- Perform pre-log data entry of faxed documents and securely store files on the shared drive
- Pre-log claims across multiple lines of business, including Level I, II, III, Dental, and Pharmacy (Rx)
- Audit incoming electronic claims to ensure accuracy and completeness
- Maintain and update provider information within the claims management system
- Investigate and resolve undeliverable mail through research and appropriate follow-up actions
- Manage and complete assigned work queues in a timely and efficient manner
- Provide onboarding, training, and continuous development for team members.
- Clearly communicate and enforce departmental expectations, policies, and performance standards.
- Identify opportunities for process improvement and present innovative ideas to enhance efficiency and service quality.
- Perform other duties as assigned

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Skills required for this position:

- Minimum of 3-5 years of experience in a Team Lead role or SME in TPA claims intake.
- 3+ years of experience in TPA operations, with demonstrated knowledge of claims intake processes, system workflows, quality controls and the ability to identify and resolve complex claim or data issues.
- Demonstrated ability to meet performance goals while maintaining a high level of customer satisfaction.
- Excellent problem-solving skills, with the ability to anticipate challenges and implement effective solutions.
- Strong verbal and written communication skills.
- Highly organized, self-motivated, and capable of managing multiple priorities and deadlines.
- Ability to collaborate and interface with employees, management, clients, and stakeholders.
- Sound judgment and confidence when coaching and developing employees.
- Effective conflict resolution and decision-making abilities.
- Proficiency in Microsoft Office, with an emphasis on Excel.
- Strong commitment to punctuality, attendance, and reliability.

Essential Functions Statement

- The person in this position must demonstrate strong attention to detail to be able to properly maintain various reports and documentation, and coordinate system setups and networks.
- The role is a remote role, dedicated space and high-speed internet required.

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.
- Hourly compensation for this role is \$25-\$29 based on prior experience (and meeting required skills)

Professional Benefit Administrators is an equal opportunity employer. In accordance with anti-discrimination law, this policy's purpose is 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 conforms to the spirit as well as to the letter of all applicable laws and regulations.