



VECRA is seeking a Full-Time

CUSTOMER SERVICE REPRESENTATIVE (CSR) TIER I

VECRA, Inc. has a requirement for a Customer Service Representative (CSR) TIER I provide assistance with general questions, status checks, password resets and other shorter handle time inquiries. The CSR Tier I will document all consumer interactions and work processes in the State-provided Customer Relationship Management (CRM) solution and the MHC worker portal.

ROLES and RESPONSIBILITIES

The Tier I Customer Service Representatives roles and responsibilities include but are not limited to the following:

- Documenting all consumer interactions and work processes in State-provided Customer Relationship Management (CRM) solution and the MHC worker portal
- Providing information about QHP, SADP and Medicaid/MCHP Managed Care Organizations (MCOs) offerings
- Informing consumers how to make premium payments to carriers
- Assisting Medicaid eligible consumers in selection of a MCO and choosing a Primary Care Provider (PCP).
- Follow MDH MCO scripts precisely
- Assisting Medicaid eligible consumers in completing a Health Service Needs Information (HSNI) form
- Responding to inquiries related to eligibility status, enrollment status, coverage dates and change in circumstances
- Researching and resolving or escalating consumer issues and account discrepancies
- Assisting and educating consumers on appeal and complaint processes; properly escalating when necessary
- Assisting Medicaid-eligible consumers with Annual Right to Change (ARC) requests for MCO Enrollment
- Assisting Medicaid eligible consumers with transfers between MCOs if disenrolled "For Cause" reasons.
- Answering questions and assisting with problems related to 1095A and 1095B forms
- Providing assistance with password resets (tech support)
- Provide referrals to appropriate agencies including the Attorney General's Health Education and Advocacy Unit, the MIA, and local departments of social services for applicants and enrollees with grievances, complaints, questions, or the need for other social services;
- Providing consumers assistance in navigating the web portal, assisting with enrollment and financial assistance eligibility and comparing health and dental plans
- Other duties as assigned



This list is not intended to be comprehensive. Additions may be made at the discretion of contract needs. This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

QUALIFICATIONS:

▪ Tier 1:

- o At least three (3) years of relevant experience required
- o Proficiency in Microsoft Word
- o Willingness to work with culturally and linguistically diverse and disadvantaged populations in a courteous and effective manner
- o Must be able to navigate and efficiently use customer relationship management (CRM) and Maryland Health Connection (MHC) systems
- o Effective communication skills
- o Ability to perform comfortably in a fast-paced environment

DESIRED SKILLS

- Strong interpersonal and leadership skills with the ability to interact with internal/external customers and across organizational elements.
- Demonstrated teamwork skills.
- Excellent verbal and written communication skills –
- Superior problem solving and critical thinking skills
- Excellent organizational, interpersonal, written, and verbal communication skills
- Must be a US citizen
- Must complete a Background Investigation

EDUCATION

High school diploma or GED required with at least 3 years of relevant experience required.

Associates degree or higher from an accredited college or university preferred

OTHER

Shift: Days; 7:00am – 3:30pm

Schedule: Monday – Friday

Job Class: Customer Service

Location | Place of Performance: USA\Maryland\Various



Salary: \$15/hour or \$18/hour (for Bi-lingual)

Telework or Virtual: Varied and Onsite (Some remote work may be approved)

Req Type: Full-Time, 40 hours

BENEFITS

We offer a competitive benefits package for full-time employees to include paid holidays, paid time off, medical, dental, short and long-term disability.

VECRA, Inc. is an equal opportunity and affirmative action employer. VECRA is committed to administering all employment and personnel actions on the basis of merit and free of discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability. VECRA maintains a drug-free workplace and performs pre-employment substance abuse testing and background checks, where permitted by law.