



## **VECRA is seeking a Full-Time**

### **CUSTOMER SERVICE REPRESENTATIVE TIER II**

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 II 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**

**Tier II CSRs** provide assistance related to eligibility determination and enrollment services by completing applications and enrollments with consumers seeking help by phone. Support services may include but are not limited to the following:

- a. Documenting all consumer interactions and work processes in State-provided Customer Relationship Management (CRM) solution and the MHC worker portal
- b. Providing consumers assistance in navigating the web portal, assisting with enrollment and financial assistance eligibility and comparing health and dental plans
- c. Collecting the necessary eligibility criteria into an online application to assist individuals with applying for or renewing health coverage
- d. Providing information about QHP, SADP and Medicaid/MCHP Managed Care Organizations (MCOs) offerings
- e. Providing information about Advance Premium Tax Credit (APTC) and cost sharing reductions.
- f. Assisting consumers with changes during the plan year including: income changes, address changes, and qualifying special enrollment period (SEP) events.
- g. Assisting Medicaid eligible consumers in selection of a MCO and choosing a Primary Care Provider (PCP).
- h. Following MDH MCO scripts precisely.
- i. Assisting Medicaid eligible consumers in completing a Health Service Needs Information (HSNI) form
- j. Responding to inquiries related to eligibility status, enrollment status, coverage dates and change in circumstances
- k. Researching and resolving or escalating consumer issues and account discrepancies



- l. Assisting and educating consumers on appeal and complaint processes; properly escalating when necessary
- m. Assisting Medicaid-eligible consumers with Annual Right to Change (ARC) requests for MCO Enrollment
- n. Assisting Medicaid eligible consumers with transfers between MCOs if disenrolled “For Cause” reasons.
- o. Answering questions and assisting with problems related to 1095A and 1095B forms
- p. Providing assistance with password resets (tech support)
- q. Reciting attestations upon completion of applications for consumers’ acknowledgements.
- r. Informing consumers how to make premium payments to carriers
- s. 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;
- t. 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:**

The following are minimum competencies required for **Tier II**, CSRs:

- Associates degree required; Bachelor’s degree preferred
- At least three (3) years of relevant experience required (healthcare, case worker, call center)
- Proficiency in Microsoft Office (Word and Excel)
- Experience working with culturally and linguistically diverse and disadvantaged populations in a courteous and effective manner
- Must be able to navigate and efficiently use customer relationship management (CRM) and Maryland Health Connection (MHC) systems
- Excellent organizational, interpersonal, written, and verbal communication skills
- Ability to perform comfortably in a fast-paced environment
- Superior problem solving and critical thinking skills



## DESIRED SKILLS

- Effective communication 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 –
- Excellent organizational, interpersonal, written, and verbal communication skills
- Must be a US citizen

## EDUCATION

Associates degree required,

Bachelor's preferred for Tier II. At least 3 years of relevant experience required.

## OTHER

**Shift:** Days; 7:00am – 3:30pm

**Schedule:** Monday – Friday

**Job Class:** Customer Service

**Location | Place of Performance:** USA\Maryland\Lanham

**Salary:** \$19/hour or \$22.80/hour (for Bi-lingual)

**Telework or Virtual:** No (Some remote work may be required)

**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.

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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.