



## Customer Service Call Center Representative

Hawaii Dental Service is looking for a detail-oriented person with call center experience. Dental office face-to-face and/or telephone patient servicing preferred.

### ESSENTIAL FUNCTIONS OF THE JOB

- Responds to telephone and walk-in inquiries regarding eligibility, benefits, claim status and other plan information/issues.
- Responds to written or electronic inquiries.
- Places pro-active outbound service calls, collaborates with dental office staff to identify questions and issues.
- Researches claims history, member, provider and group plan information including research on the system, and scanned images.
- Between calls, performs simple adjudication of claims.

### JOB QUALIFICATIONS

#### 1. Education

High school diploma, post high school training in business, servicing or related area preferred.

#### 2. Experience

- Minimum two years related telephone servicing or call center experience in a high volume capacity, or an equivalent combination of education, experience and training.
- Dental claims processing experience a plus.
- Face-to-face and/or telephone patient servicing in a dental office preferred.

#### 3. Skills and Knowledge

- Attention to detail, a high level of accuracy, and willingness to own and follow-up with tasks.
- Ability to retain and apply knowledge of benefit plans, basic dental terminology, coordination of benefits, relevant databases. (HDS to provide training.)
- Ability to perform detailed research.
- Good oral and written communication skills.
- Ability to handle confidential information in compliance with HDS rules as well as State and Federal laws.
- Ability to read and interpret x-rays a plus.

### ABOUT HDS

Hawaii Dental Service is a local company that has been providing dental benefits to the people of Hawai'i since 1962. We have an awesome staff of employees who place high priority on innovation and teamwork.

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### **COMPANY BENEFITS**

HDS offers a wide range of benefits to employees including

- Health Insurance
- Dental Insurance
- Group Life Insurance and Accidental Death and Dismemberment
- Long Term Care Plan
- Long Term Disability Plan
- Matched 401(k) Plan
- Company Paid Defined Benefit Pension Plan
- Monthly Bus Pass
- Vacation and Sick Leave

If you are interested in applying for this position, please submit a resume to [hdshumanresources@hdsonline.org](mailto:hdshumanresources@hdsonline.org).