



## Claims Processor II

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Common Ground Healthcare Cooperative (CGHC) is a nonprofit, member governed health insurance cooperative with a mission to pursue better healthcare for individual consumers and small employers. CGHC is looking for a Claims Processor II who believes in our mission, is comfortable working in an exciting, fast-paced environment and who is compatible with our team of hardworking, fun and committed staff.

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The Claims Processor II is responsible to accurately process the most difficult medical claims by applying the appropriate fees allowed, as well as validating the claims processed according to the members' benefits. In addition, this position investigates and resolves discrepancies as necessary.

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### **Responsibilities**

- Validates information on all medical claims, investigates and resolves the more complex discrepancies
- Processes claims in an accurate, efficient and productive manner
- Maintains departmental claims per hour and accuracy standards
- Keeps meticulous records of claims and follows up as required
- Makes suggestions to improve the overall processes and procedures of the claims process
- Formulates solutions to difficult claim(s) situations
- Supports the claims team by participating in special project work as directed by their Supervisor

### **Knowledge and Skill Requirements**

- Minimum of a High School Diploma or GED
- Minimum of 3+ years of experience in processing health insurance claims
- Knowledge of medical claim coding is a plus
- Efficient and accurate data entry skills
- Experienced user of Microsoft Office (Word, Excel)
- Ability to communicate effectively in-person and in all forms of communication required
- Accountable for accuracy and attention to detail
- Ability to be flexible and adapt to changing situations

### **General Requirements**

- Maintains attendance according to Company standards
- Adheres to Company policies and procedures
- Ability to treat others with dignity, respect, and courtesy
- Ability to maintain patient, employee, and proprietary confidentiality
- Ability to communicate effectively in-person and in all forms of communication
- Ability to provide professional image and act professionally
- Ability to be flexible and adapt to changing situations
- Promotes and maintains a flexible, cooperative, team environment

**Physical Demands and Work Environment**

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions. This position operates in a clerical, office setting in a very fast paced environment. This role routinely uses standard office equipment, including computers, phones, headsets, photocopiers, and fax machines. While performing the duties of this job, the individual is regularly required to talk, hear, stand, and walk.

**Join a winning team of committed professionals!**

**Qualified applicants should send their cover letter, resume and salary requirements to [jobs@commongroundhealthcare.org](mailto:jobs@commongroundhealthcare.org)**