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To apply for this position or for other job related inquiries, please submit your resume to Hortica through:

Mail:
Hortica
Attn: Human Resources
#1 Horticultural Lane
P.O. Box 428
Edwardsville, IL 62025

Fax:
(618) 655-2524

Email:
employment@hortica-insurance.com

Position: Bilingual Customer Service Specialist

Location: Southern California

Posting Date: 11/12/09

FLSA: Non-Exempt

Department: Claims – Customer Service

RESPONSIBILITIES:

1. Provides administrative assistance to Lost Time Claim Handlers
 - Assists with the payment of indemnity benefits to injured workers.
 - Handles benefit notices and denial letters as instructed by lost time claim handlers.
 - Responds to phone inquiries on medical and expense bills.
 - Reviews and approves for payment medical bills on lost time claims.
 - Responds to requests for medical treatment and acts as liaison with Utilization Review vendor.
2. Handles medical only claims.
 - Complies with company standards regarding three point contacts and investigation on assigned claims.
 - Determines compensability of assigned claims.
 - Establishes appropriate reserves on assigned claims in accordance with company policy and standards.
 - Processes payments in accordance with company standards and procedures.
3. Provides Interpreting Services
 - Responds to callers who are primarily mono-lingual Hispanic.
 - Interprets statements from claimants/witnesses who are Hispanic speaking.
 - Translates correspondence that is in Spanish.
 - Assist in the proofing or modification of out-going correspondence that is in Spanish.
4. Provides back-up to Home Office Claim Assistants
 - Takes new claim calls in late afternoon (3:00 pm PT and after), completes appropriate forms and emails forms to Home Office.
 - May assist with EDI submissions on selected claims.
5. Assumes other responsibilities as apparent or assigned.

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JOB KNOWLEDGE, SKILLS, AND ABILITIES:

High school graduate or equivalent.

Possess a current Medical Only Adjuster Designation certifying that he/she has successfully completed the required hours for workers compensation training as required by the California Insurance Code, or has met the experience requirements as established by that code.

Above average multi-tasking skills.

Proficient in the use of a personal computer.

Excellent organizational skills.

1 year experience in claims customer service.

Fluency in English and Spanish; must have excellent written and verbal communication skills in both languages.

Demonstrates effective communication skills with strong emphasis on listening skills.

Bi-lingual questioning skills; ability to think logically.

Excellent translation skills; must have the ability to convey proper meaning.

General knowledge of claim practices and procedures.

Basic knowledge of medical terminology.

Above average attention to detail.

Ability to work additional hours outside of regular working hours as needed.

Dexterity of hands and fingers to operate a computer keyboard, and mouse.

Ability to visually interpret data on a computer screen.

Ability to communicate with insureds via telephone system.