



Central Data Services, Inc.
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**Employee Benefit Plan
Administration**

Eligibility Coordinator – Downtown Office, Pittsburgh, PA

Central Data Services, Inc. is the largest locally-owned and operated employee benefit services firm in the greater Pittsburgh area. We are seeking candidates interested in working in a fast-paced environment specializing in health benefit administration and client and customer service to fill an entry level Eligibility Coordinator position in our downtown Pittsburgh location.

The Eligibility Coordinator serves as the point of contact for the client service process. The incumbent must be able to answer participant and/or Employer questions and collect data regarding problems with their enrollment, financial and/or medical accounts with the specified carriers. This person must also be able to address and identify delinquencies within customer accounts and claims; as well as, exhibit the ability to think critically and independently, while helping the customer with a positive demeanor at all times.

ESSENTIAL JOB FUNCTIONS

- Processes eligibility as a result of new additions, changes and terminations, which may result in the following tasks: COBRA, aging reports and notifications, carrier updates, assigning electronic correspondence to participant or group records, participant communications, claims processing and error reports.
- Provides customer service support to team including but not limited to, answering participant or Employer inquiries, participant research, completing action items as a result of phone inquiry.
- Audit client and participant records to identify discrepancies. Communicate discrepancy with the appropriate party to ensure accuracy.
- Reconcile participant A/R accounts to ensure accurate billing in conjunction with enrollment. Process may include but not limited to generation of refunds or transfer request.
- Tasks and projects assigned by manager

NON-ESSENTIAL JOB FUNCTIONS

- An Eligibility Coordinator should know all Administrative Assistant duties and should have the ability to support the team should these duties become a requirement.
- Assist Account Manager in the preparation and management of Accounts Payable.
- Audit Group Account Receivable to ensure all contributions have been received timely and accurately.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Associates degree or high school diploma

Demonstrates proficiency in core MS Office applications including Word, Excel and Outlook

Prior healthcare and customer service related experience preferred but not required.

Must have the ability to manage their own time throughout the day while actively listening to clients' needs.

Must also be able to critically think independently and make educated decisions while utilizing the resources available.

This is a full-time, non-exempt position. Working hours are M-F, 8:30 am – 5:00 pm. This position offers health benefits and 401k with a great opportunity for learning and career advancement.

All interested candidates are encouraged to apply directly through the company website at www.cdsadministrators.com.