

POSITION DESCRIPTION

Position Title: Cobra Representative

Date Prepared: July 2009

Department: COBRA – Operations Department

Reports to: COBRA Team Leader

Position Number: 840

Classification: Nonexempt, Grade 15

Nature and Scope:

Maintain accurate, up-to-date records of all documents and accounts for pending and enrolled participants and groups. Provide assistance to beneficiaries, brokers, and group administrators with COBRA questions. Understand and adhere to all COBRA regulations and time lines.

Essential Functions:

1. Process all required notices received from the group or qualifying beneficiary. Research and resolve any questions or missing information necessary to enroll or enter the forms into the system.
2. Process notifications and changes; such as requests to term a beneficiary or group to ensure that any needed refunds are returned to the proper entity.
3. Enter and balance daily deposits for beneficiary or group payments which could include ARRA or Administrative fee payments. Ensure that all monies received are posted to the correct account.
4. Review carrier billings and other correspondence to ensure enrollment information matches the carrier records. Communicate any discrepancies with the carrier until resolved. This includes, but is not limited to, enrollment dates, termination dates, and premium rates.
5. Assist with the weekly distribution of premiums received. This includes printing checks and reviewing checks and reports for accuracy.
6. Prepare invoicing to include administrative fee and ARRA premium invoices.
7. Assist employer group administrators, agents, and Manley Services staff on eligibility, regulations, and calculation of COBRA premium rates.
8. Enter and maintain information in multiple databases such as Act, QuickBooks and Travis. This will include but not limited to; setting up new groups, updating existing groups at renewal and making any needed mid-year plan changes.
9. Provide phone and e-mail support.
10. Participate in department meetings and training. Take advantage of opportunities to increase knowledge and skill.
11. Follow the PacificSource privacy policy and HIPAA laws and regulations concerning confidentiality and security of protected health information.
12. Perform other duties as assigned.

Relationships:

Continuous contact with department staff and frequent contact with other personnel. Occasional contact with external customers to include brokers, group representatives and qualify beneficiaries.

Qualification Requirements:

Work Experience: Accounting experience preferred. Knowledge of COBRA process preferred.

Language skills: Ability to clearly communicate in person and over the telephone; able to request and exchange information in a pleasant, respectful and professional manner. Understanding of the importance of courtesy to internal and external customers.

Mathematical Skills: Basic math skills required.

Reasoning Ability: Read and understand group plan documents.

Education, Certificates, Licenses, Registration: High school diploma or GED required.

Other Skills and Abilities: Ability to prioritize work and perform under time pressures. Must be detail oriented and a team player. Advanced PC skills, ability to type using a standard keyboard and operate a 10-key pad accurately. Attendance must meet or exceed company guidelines. Follow department and company-wide policies and procedures.