

Job DescriptionJoin Our Team & Make a Real Impact!Do you value meaningful work that truly makes a difference? Are you ready to bring your passion and expertise to a team that cares just as much about each other as we do about our members? If you're looking for more than just a job - a place to grow, contribute, and be valued - you've found it!At Dental Health Services, collaboration isn't just a buzzword - it's how we thrive. As an Employee-Owned company, every team member plays a vital role in shaping our success and delivering outstanding specialized healthcare.Come be a part of something bigger. Your unique skills, ideas, and dedication will help drive innovative, people-first dental health solutions. Let's build a healthier future - together.**Job Summary**The

Member Services Specialist addresses member inquiries, questions and concerns in all areas including enrollment, claims, benefit interpretation, and referrals/authorizations for dental care. Responsible for receiving, responding to, and directing member phone calls, or written questions.

Provides available information upon request and research or escalates issues as appropriate.

Maintains confidentiality per HIPAA guidelines.**Essential Responsibilities**Provides information and

guidance in response to telephone inquiries from members, dentists, brokers, and group contacts in a professional and supportive manner. Acts as a mediator for members, groups, providers, and

others to resolve problems and concerns, and answer questions based upon Dental Health Services company plans, policies and procedures. Maintains daily and pending phone logs for maintaining

accurate department records and follow ups. Assists dental offices and members in verifying and communicating member eligibility. Makes arrangements for member second opinions and authorizes

emergency referrals. Answer questions members may have regarding treatment and charges.

Provides plan benefit information to existing members. Assists in keeping all member information updated in data systems. Researches files, checks billing and interface with other departments to

collect data necessary to respond to inquiries. Actively seeks to identify member problems and work to resolve them in a timely manner and confirms caller satisfaction in all interactions. Answers,

screens, and forwards incoming phone calls to the appropriate person and/or department to ensure high caller service and supportPerforms any and all additional duties as requested and directed for

this position. ExperienceBasic QualificationsMinimum of 1-2 years of related experienceEducationHigh school diploma or equivalentSome college preferredLicense, Certification, RegistrationN/AAdditional RequirementsExcellent interpersonal, oral, and written communication skillsComputer literacy is requiredWell organizedDetail-orientedPreferred QualificationsKnowledge of dental terminology and proceduresBilingual English/SpanishPrevious experience in a customer service call centerPosition DetailsPrimary Location: Seattle, WashingtonJob Schedule: Full timeScheduled Weekly Hours: 40Shift: Monday - Friday between the hours of 8:00 am to 6:00 pm, Overtime as neededTravel: NoWe look forward to having you on our team!