

**MESSA is deeply committed to diversity and inclusion in its hiring practices. We are an affirmative action, equal opportunity employer. People of color, women, and members of other historically marginalized social identity groups are encouraged to apply.**

**MS 06-22-23**

**DATE OF POSTING:** October 31, 2022

**TERMINATION DATE FOR APPLICATION:** November 7, 2022

**POSITION:** **MEMBER SERVICE SPECIALIST  
(up to 2 positions)**

**COMPENSATION/BENEFITS:** Per SSA Contract  
Grade G

**STAFF RELATIONSHIP:** Responsible to Erin Hubert  
Manager, Member Service Center

**EMPLOYMENT DATE:** As soon as possible

**SEND APPLICATION AND RESUME TO:** **Human Resources Department**  
Michigan Education Association  
1350 Kendale Blvd., P.O. Box 2573  
East Lansing, MI 48826-2573

**BASIC PERFORMANCE EXPECTATIONS**

This position is primarily responsible for receiving and responding to member inquiries regarding MESSA programs and benefits. This position is responsible for listening to and interpreting the needs of our members in a fast-paced, often stressful work environment by quickly responding to inquiries and resolving issues received through a variety of communication channels. The work involves the review, calculation, evaluation and adjudication of claims and processing of eligibility materials and data received for any benefit package. Work requires the knowledge of multiple processing systems, benefit payment rules, coordination of benefits rules, medical terminology and field service, eligibility and underwriting policies and procedures. The work requires the ability to use sound judgment in making decisions and effectively communicate those decisions in verbal and written forms.

Employees work under general supervision and frequently work alone exercising considerable independence.

The job requires the ability to establish and maintain effective working relationships with members, providers, underwriters, school business offices, local leaders, staff and management.

### **ASSIGNED DUTIES:**

Develop and maintain an understanding of all MESSA benefit program philosophies, benefit structures, medical policies and eligibility requirements.

Accurately process a wide variety of applications, claims and other forms according to a range of established and evolving MESSA policies, procedures and guidelines.

Respond to often complex inbound telephone calls; influence callers to accept the reasonableness of decisions and actions. Make outbound calls as needed.

Access and interpret benefit files, payment history and utilization; interpret and update eligibility displays.

Process additions, terminations and changes for membership and personal care physician selections and coordinate billing adjustments with Group Services as needed.

Research and make recommendations to respond to pre-authorizations and other inquiries.

Examine issues and trends, prepare findings and make recommendations based on findings.

Regularly contact providers, members, school business offices and with the plan underwriter to gather information, answer questions or solicit assistance. Regularly interact with personnel in other internal departments to research and resolve inquiries.

Provide support services in the field with school business offices related to enrollment processes.

Contacts may require communication of sensitive and confidential matters and require concise, tactful and diplomatic communication methods.

Operate a telephone attendant console as a backup responsibility.

Perform processing duties such as benefit analyst or membership processor duties upon request.

Perform other job-related duties as assigned from time to time.

### **MINIMUM REQUIREMENTS:**

Two years experience within the last 5 years processing medical claims; interpreting and applying benefit plan policies and procedures.

One year experience within the last 4 years processing enrollment; interpreting and applying enrollment policies and procedures.

Demonstrated excellent written and verbal communication skills.

Demonstrated effective, professional telephone manner and member service skills.

Demonstrated knowledge of MS Windows applications.

Ability to analyze information and make sound decisions.

Ability to make moderately complex arithmetical calculations.

Keyboard and typing skills.

Experience with a multi-line telephone console.

Ability to operate computer and common office equipment.

**TESTING:**

Keyboard (Typing):	30 wpm, 98% accuracy
Keyboard (Numbers):	15 npm, 98% accuracy
Computation:	75%
Visual Speed & Accuracy:	80% accuracy
Language skills:	60%
Decision Making:	70%

In addition, meet the qualifications of either number 1 or number 2 below:

1. Reasoning: 45%  
Verbal communication: New  
Listening skills: New  
Problem solving skills: New
2. One year in the last two years as a Benefit Analyst in the Benefits Call Center or a Group Services Processor I or II in the Group Services Call Center

June, 2007