

## Member Service Associate

Position Title: Member Service Associate  
Position Type: Temporary (3 months)  
Location: Arcadia, CA  
Reports To: Call Center Supervisor

### **About Clever Care Health Plan**

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit **CleverCareHealthPlan.com**.

### **Job Summary**

Member Services Representatives are the main point of contact at Clever Care; interfacing with members, prospective members, providers, brokers, and vendors. A successful Member Services Representative is polite, courteous, able to solve problems quickly and effectively, and focused on providing a positive and lasting impression.

Member Services Representatives are expected to assess the needs of the caller and determine, based on strong operational understanding, the most appropriate and effective course of action.

### **Functions & Job Responsibilities**

- Manage inbound and outbound calls, faxes, and emails in a call center environment
- Assists members, providers, medical groups, vendors, and other delegates in addressing their needs, complaints, and other issues with services and access to care
- Responds efficiently and accurately to callers and explains possible solutions
- Engages in active listening with callers, confirming or clarifying information and diffusing angry members as needed
- Follows communication scripts when handling different topics
- Builds sustainable relationships and engages members by going the extra mile
- Keep records of all conversations in our central database
- Additional projects assigned by management

### **Qualifications**

- Bilingual in Korean and/or Vietnamese

- High school diploma or equivalent, Bachelor's Degree preferred
- At least 2 years customer service experience
- Exceptional customer service skills, including verbal and written communication
- Strong active listening skills
- Ability to collaborate and be a team player
- Must be a quick learner
- Ability to remain calm and courteous when handling upset members and offering solutions to their problems and knowing when to escalate the call
- Familiarity with Centers for Medicare and Medicaid Services (CMS) regulations, preferred
- Proficiency with Microsoft Office (Word, Excel, Outlook)
- Type 60wpm preferred
- Must be willing and able to work weekends from October-March

Please email your resume directly to [hr@ccmapd.com](mailto:hr@ccmapd.com)

*Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.*