



North Atlantic States CARPENTERS BENEFIT FUNDS

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North Atlantic States Carpenters Benefit Funds Employment Opportunities

Position Description:

Position Title: Eligibility Specialist

Department: Health Eligibility

Reports to: Health Fund Manager

FLSA Status: Non-Exempt

Location: Hamden, Connecticut

Summary:

The North Atlantic States Carpenters Benefit Funds (NASCBF) is responsible for the benefit plan operation for Massachusetts, Connecticut, Rhode Island, Maine, New Hampshire, Vermont, and New York. We service approximately 24,000 active members and 22,000 retirees. The Funds administer three retirement plans, a self-insured/self-administered health plan, and a vacation savings plan. The Contributions and Collections Manager will work closely with and provide direction to the Accounts Receivable Analyst, including fulfilling such operational duties for part of each day.

Essential Duties and Responsibilities

- Provide superior customer service to participants (on the phone, in person and email) regarding Health Plan eligibility and benefits including all research and related follow-up work.
- Review enrollment documents such as Marriage/Birth Certificates, Divorce Documents, Adoption/Guardian Documents, Qualified Medical Child Support Orders, etc.
- Review and process eligibility documents such as Disability Extension applications, Military Extension documents, Widow Extension documents, Handicapped Dependent Application, Carpenter Training Center hours documents, etc. to determine eligibility and perform related participant system file maintenance.
- Develop understanding and competency of Health Fund rules and available benefits.
- Issue correspondence to members, as needed.
- Correspond with all health plan network vendors including Medical, Prescription, Dental, Vision, and Hearing, regarding claims, eligibility, member/provider inquiries, utilization management, appeals, etc.
- Manage/Process/Perform maintenance of plan participant eligibility records within Fund's application and health plan vendor applications including activation and termination of participants.

- Process of COBRA, Self-Pay, and Short Hour Buy-Ins, including billing, collection, and processing of premium payments and related bank deposit preparation, reporting, participant system file maintenance and filing of related documentation.
- Process semi-annual Health Plan enrollment including: all system related processes, review of preliminary reporting and troubleshooting of all issues within participant records in the system. Ensure accurate document production and preparation for mailing of Health Eligibility Statements, COBRA and HIPAA Certificate document production and preparation for mailing, perform all related reporting, etc.
- Review, research, and process related correspondence to/from participants and providers as well as health plan network vendors.
- Perform Health Fund-related mailings.
- Assist in Front Desk coverage
- Perform other duties as assigned.

Education and Experience

- Post-secondary education (minimum Associate's degree or high school diploma and equivalent business experience).
- Experience in the field of health insurance benefits.
- Strong working knowledge of processing systems including Microsoft Office suite.
- Ability to work in a team environment and willingness to cross-train in all areas.
- Excellent interpersonal and communication skills. Must be able to interact effectively with internal staff and external clients.

Physical Requirements

- Answering the telephone and assisting members.
- Regularly required to operate standard office equipment (personal computer, photocopy machine, fax machine, etc.)
- Ability to work on a computer up to 7 hours per day.

Benefits

The North Atlantic States Carpenters Benefit Funds provides a robust benefits package, including medical, dental, vision, life, and disability insurance. We also offer paid holidays, vacation, PTO, and two retirement plans. At NASCBF, our employees benefit from a shorter 37.5-hour work week, a healthy work-life balance, and consistently engaging work. Join us and make a meaningful impact!

Salary Range: \$45,000 - \$50,000.00