



## **JOB DESCRIPTION**

**TITLE: Customer Support & Clinical Review Representative      DEPARTMENT: Customer Service**

---

### **Company Overview:**

As the first and only dedicated dental benefit provider and oral health company in Ireland, DeCare is proud to provide dental insurance cover and wellness services to close to 50,000 members and over 400 leading companies in Ireland. Our mission is to positively influence the oral, optical and general health in Ireland and globally by continually increasing access to DeCare's benefit and insurance services over the life course.

DeCare has been established in Ireland for over 21 years with locations in Mayo and Dublin. All claims are processed through the company's headquarters in Claremorris, Co. Mayo, with every member receiving dedicated local support. DeCare is a fully owned subsidiary of Anthem which is one of the largest health benefits companies in the United States serving over 42 million medical members and close to 9 million dental members.

We are in the process of recruiting for a Customer Support & Clinical Review Representative to join our team. DeCare Dental is looking for a person with a dental background with a minimum qualification of National Certificate in Dental Nursing or equivalent and Certificate in Dental Radiography to join our Customer and Clinical Support Team. This individual will be part of a team which deals with customer and claims queries. This person will share our core values of leadership, integrity, community, Inclusivity and Authenticity.

This position is accountable for the accurate and timely resolution of telephone and email enquiries from members, dentists, and practice staff regarding all aspects of the company's products and claims. This person will be part of a team that reviews claims which require clinical determination and will communicate with the Claims Manager and Chief Dental Officer when required. The mix of these activities will vary according to business necessity.

This person may be required to travel in the performance of their duties. All necessary training will be provided.

### **Location**

This position will be based in Claremorris. However, in line with current Covid 19 guidelines, the successful candidate will have the ability to work from home with a view to a hybrid mix of working from home (2 days) and in the office (3 days) in the future.

### **Relationships**

Reports to: Customer Service Manager

## **Responsibilities:**

- Provide competent customer support and ensure that issues are dealt with in a prompt and appropriate manner.
- Maintain acceptable levels of performance with regard to quality and productivity in relation to telephone and email customer service enquiries, claim processing and clinical review of claims, as established by DeCare Dental.
- As part of a dental team you will be responsible for the analysis of dental claims and have requisite knowledge of radiography and clinical record keeping to ensure consistent application of and compliance with policies and departmental guidelines.
- Act as a liaison between the Claims Manager and Chief Dental Officer to resolve unusual problems and complex cases.
- Make independent decisions regarding benefit eligibility, including exceptions to policy as warranted.
- Ability to effectively plan, organise, and manage time to meet critical deadlines on multiple priorities.
- Assist with processes and guidelines for ongoing analysis of dental claim as relates to product. Make recommendations for updates and revisions to clinical guidelines as needed.
- Other duties as assigned.
- Ability to work overtime

## **The Person:**

- Demonstrated ability to communicate both oral and written. Professional telephone manner and well-developed listening skills in order to interpret the critical content of calls.
- Minimum qualification of National Certificate in Dental Nursing or equivalent and Certificate in Dental Radiography.
- Broad knowledge of all aspects of clinical dentistry including different diagnostic techniques and treatment modalities.
- Ability to read and understand benefit plan descriptions, periodicals, reference materials and detailed correspondence.
- Ability to work well in a team environment in what is sometimes a stressful situation.
- Pro-active, enthusiastic with a flexible attitude to work.
- Possess excellent time management skills with the ability to multi-task to deliver high standards in a fast paced, dynamic environment.
- Exceptional computer literacy in all aspects of MS office suites. Strong concentration, problem-solving and analytical skills.
- Ability to make logical decisions independently
- Ability to deal with confidential and sensitive information

## **What's in it for you?**

You will have the opportunity to work with smart, collaborative and fun people who support each other. Work directly with some of the most innovative companies in the world of all sizes. You will have an opportunity to be a part of a growing dental benefits and services market.

- We offer a competitive industry salary with annual bonus, attractive pension scheme, death in service and savings options.
- Stay healthy- We offer comprehensive health, dental benefits and vision benefits, onsite health checks and eye sight testing, active sports and social club, Bike to Work scheme, discounted gym membership, onsite yoga and various wellness benefits.
- We know flexibility is important to you- We offer flexible work options and parental leave options.
- Need time off? – We offer 4 weeks paid annual leave, attractive maternity and paternity benefits, paid sick leave, bereavement leave and marriage leave.
-

- Keep learning- We offer financial education assistance, study leave and training and development opportunities.
- Give back- Get involved in activities to raise money for our chosen charity of the year, volunteer to be part of the Open Doors initiative or sign up to be part of the Junior Achievement program.

DeCare is an Equal Opportunity Employer. Employees and potential employees will be treated with respect and dignity. The company will not discriminate in hiring or terms or conditions of employment on the basis of gender, marital status, family status, sexual orientation, religion, age, disability, race or membership in a traveller community.

If you are interested in applying, please email your CV and cover letter to [Petraea.costello@decare.com](mailto:Petraea.costello@decare.com) by 31 March 2021.

