

About WellNet Healthcare:

WellNet builds and optimizes smarter self-funded health plans for companies across the nation with 100 to 5,000 employees. Taking risk and leveraging our patented technology stack, we fix the unaffordable healthcare mess with ongoing education, stronger advocacy, and aligned incentives to combat the vested interests of traditional health insurance carriers. Our unique ability is doing whatever it takes – *at the right pace* – with our Crawl, Walk, Run approach to lower the cost of healthcare and improve the experience for companies and their people.

Reports To	Manager Advocate Services
Key Responsibilities	The Customer Care Advocate ensures front-line client satisfaction to all parties; Members/Providers/Clients in a call center setting environment.
Key Activities	<ul style="list-style-type: none"> • Answer inbound calls from Multiple call queues • Review plan benefit to determine unique plan provisions for call handling • Interfacing with providers to provide benefit plan details and updating member insurance information • Claim Status for providers/members • Manage tasks with timely follow-up, which involves interaction with members, providers, and other vendors. Ensuring complete resolution of call • Outreach for information needed to complete claims processing • Documentation of all calls and follow up items • Overpayment resolution • New Hire/Open Enrollment assistance • Other Support Duties as needed
Qualifications	<ul style="list-style-type: none"> • College degree- minimum Associates degree • Previous experience in a call center desired, but not required • Experience in health insurance industry a plus • Working knowledge of Microsoft Office • Has a strong sense of professionalism and personal accountability • Strong Communication skills and phone etiquette • Highly effective listening skills • Problem solving • Organizational and administrative skills
You are aligned with these values:	<ul style="list-style-type: none"> • Optimism • Accountability • Respect • Intelligence • Hustle • Adaptability • Building long-term relationships

This position offers a competitive compensation package, including health benefits, 401k, ongoing training, and paid vacation time.

Get to Know WellNet:

- **Video Meeting:** [For Advisors & C-Suite](#)
(What the Health Insurance Companies Don't Want You to Know)
- **WellNet in the WSJ:** [Deception Behind Network Discounts](#)
- **Video:** [Advisors Talk About Competitors](#)
- **Video:** [Advisors Talk About Carriers](#)
- **Video:** [Advisors Talk About C-Suite](#)
- **Guide:** [Self-Funding Simplified](#)
- **Presentation:** [WellNet in Slides](#)

Interested in Applying?

Please send an email to resumes@wellnet.com and include:

1. Cover note and
2. Live Linked in bio link or resume.