

## About WellNet Healthcare:

As a national healthcare management firm, WellNet creates lower cost level-funded and self-funded health insurance plans for companies offering employee benefits. With less margin, more technology and a frictionless member experience, our PPO plans, Reference Based Pricing options, and Hybrid plans lower healthcare expenses today and limit increases tomorrow. WellNet finally helps businesses and their members take back the profits from traditional health insurance companies. [www.wellnet.com](http://www.wellnet.com)

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

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

- **Presentation:** [WellNet in Slides](#)

## 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](#)

## Interested in Applying?

Please send an email to [resumes@wellnet.com](mailto:resumes@wellnet.com) and include:

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