



TPA Account Manager

Date Updated: 071708

Department/Company: WellNet Healthcare Administrators

Classification: Full-Time, Salaried, Exempt

About WellNet Healthcare

WellNet Healthcare designs, implements and administers employer-sponsored health benefits that save businesses money and improve member health.

With an emphasis on information management, WellNet brings analytical consulting and predictive modeling technology to clients, allowing them unprecedented understanding and control of their health care expenses.

WellNet has launched game-changing technology for both the employer and employee communities by creating a new playing field that allows the employer to own their health-care data and the employees to communicate and collaborate online privately and securely with all of their care providers.

Position Description

The TPA Account Manager is responsible for the overall day-to-day functions of the Third Party Administration company. He or she is responsible for making sure that all the portions of ongoing service delivery work smoothly and result in high-quality service for plan sponsors and plan participants.

Responsibilities:

- Develop the operational systems, processes and policies in support of organizations mission – specifically, support better overall customer service, information flow and management, business process and organizational planning.
- Manage and organize the overall day to day functions of the Third Party Administration platform. These items include but are not limited to Claims, Customer Service, Banking and Finance, PPO Networks, Medical Management and Reinsurance.
- Assist in the Account Management process to ensure quality communication and response time.
- Assist the sales reps during the sales process. This includes meeting and conference calls to discuss the overall TPA operations.
- Handle all vendor related activities including contract issues, invoicing and public relations.
- Manage and assist the Customer Service department as needed.
- Responsible for account management of moderately complex group benefit accounts. Works at a strategic level to develop and retain consultative, partnership relationships with customers/ prospects. Develops, implements and monitors comprehensive customer service plans that reflect the customer's business and risk management goals.

Qualifications:

- At least 7 years experience working within a TPA environment.
- Advanced underwriting skills required.
- Strong background and work experience in claims and customer service.
- Excellent computer skills and proficient in excel, word, access and outlook.
- Excellent communication skills both verbal and written.



- Ability to handle multiple tasks and to prioritize accordingly

Responsible for advising customers regarding renewals and recommending coverage/products. Contributes to the new business development, identifies cross-sell opportunities and may seek referrals from existing customers.

May provide leadership and guidance to less experienced staff.

This position offers competitive compensation package, including health benefits, 401k, ongoing training, and paid vacation time. As an established and growing organization, WellNet also offers management potential and opportunities for professional growth and development.