

# BPO

## Job Fair

### AMERICAN SAMOA

New Office Location

## Initial Interviews

Thursday - **May 28, 2015**

### Tradewinds Hotel

Naumati Conference Room

**9:00am – 1:00pm**

**Positions: Analyst** *(see below)*

*Bring your CV or Resume!*

**B**usiness **P**rocess **O**utsourcing (BPO)

What is BPO? Moving certain business functions to another location to increase efficiency, quality and flexibility, in support of business continuity and growth.

#### RESPONSIBILITIES

#### Data Entry / Medical Claims

Verify Policy holder information – including but not limited to:

- Data entry of patient demographics, provider details, charges, receipts, other insurance from relevant documents
- Follow data program techniques, procedures and business rules to maintain data entry requirements
- Verify accuracy on all claim forms submitted for data processing
- Run edits against the processed claims to ensure accuracy by reviewing, correcting, deleting, or re-entering data
- Adhere to compliance and protect data by keeping information confidential
- Ability to flag critical elements in a claims not meeting data field criterion
- Perform final validation review and prepares file for export to the claims adjudication system
- Reverting / returning incomplete / illegible claims to the team leader for resolution
- Follow policies and procedures; reporting to leadership needed changes

#### RESPONSIBILITIES

#### Eligibility Verification Operator

Verify Policy holder information – including but not limited to:

- Policy ID associated with subscriber/policy holder
- SSN, Person Code, Group Number, Policy Type, Effective Date
- Identify earliest Effective date without break in coverage
- Termination Date (if coverage is terminated)
- If there are dependents on the plan, repeat process using dependent information

### Mandatory Requirements for both Analyst Positions

- Proof of US Citizenship or National
- High School Diploma, an AA College degree (or currently enrolled as a student at ASCC leading to a degree) strongly preferred
- Excellent communications and interpersonal skills
- Working knowledge of Microsoft Office (Word/Excel)
- Ability to use computers/internet and typing
- Detail oriented, analytical, problem solving skills
- Motivated, punctual, high energy team player
- Fast learner, adaptable, follows procedures