

## Employee Benefits Advocate

Cragin & Pike is one of Las Vegas' most established, independent insurance agencies and we're hiring a full-time Employee Benefits Advocate. For 110 years, we've been serving the Vegas valley with an extraordinary commitment to service and relationships.

### What will you do as an Employee Benefits Advocate?

You will be a point of contact for members enrolled in our client's health plans. You are the person they call if they have a question about their coverage or need help with benefits issues such as getting a claim paid or filling a prescription. You will review and understand benefit plan summaries and explanations of benefits. You will develop a passion for educating members on their benefits and resolving medical claim issues through problem solving.

### What experience do you need to succeed in this role?

The most successful candidate will previously have worked with medical benefit plans or in medical billing and/or claims reconciliation. Ideally, you will have worked with an insurance carrier, medical provider's office, or insurance agency/broker. Your experience will allow you to understand benefit plans and EOBs, answer member questions related to these items and troubleshoot and correct member eligibility issues.

You can work effectively with minimal supervision and know how to identify urgent situations. You will work with a larger team to escalate issues for appropriate action and know when to ask for assistance. You must have excellent telephone etiquette, attention to detail, and effective interpersonal, verbal and written communication skills. The ability to speak and write in Spanish fluently is a plus but is not required. You will regularly use Microsoft Office products as well as online benefit platforms and databases.

We are counting on your excellent customer service both externally and within our Benefits department to maintain and strengthen our client relationships.

If this sounds like the job for you, submit your resume to [HRdepartment@cragin-pike.com](mailto:HRdepartment@cragin-pike.com).