

JOB ANNOUNCEMENT**Posting Date:** 06/22/21**Position:** Operations Administrative Specialist**Supervisor:** Manager, Operations**Location:** Nashville, TN**Job Level:** 24**Classification:** Nonexempt**Job Summary:**

To provide analytical support to Departments within DDTN by providing small group administration and client benefit analysis, as well as resolution for technical requests and special departmental projects.

Primary Job Responsibilities:

1. Investigates and facilitates special exception/requests to include Delta Returned checks and personal refund checks, as well as conducts detailed research and analysis for complex adjustments.
2. Provide subject matter expert (SME) support to internal customers and assist with technical, complicated inquiries relating to dental claims processing and benefits as well as Consumer toolkit support.
3. Analyzes overpayment report to determine proper course of action, including initiating additional refund letters and/or collection process.
4. Evaluates written correspondence to determine necessary resolution.
5. Works technical claims work list and claims entry and provides resolutions and follow-up for routine returned Information requests.
6. Processes Focus Review post screening claims.
7. Provides small group administration (Rapid Response Team) including inquiry resolution, Benefit Manager Toolkit (BMT) training and support, and facilitate client changes and/or requests.
8. Analyze, identify and report issues that may impact group service and claims processing.
9. Assist the supervisor and/or the manager with cross training initiatives and training support for new staff.
10. Serve as backup to Customer Service Lead Analyst.
11. Perform other related assigned duties as necessary to complete the Primary Job Responsibilities as described above.

Minimum Qualifications:

Position requires bachelor's degree and 3 years of dental office experience or a high school diploma and formal dental assistant training and 3 years of dental office experience, or 5 years of internal claims processing/customer service experience. Will accept any suitable combination of education, training, or experience.

Must have experience in Microsoft Word, Excel and excellent writing and communication skills. Position requires excellent time management and organizational skills; detailed knowledge of dental terminology, CDT dental coding and insurance terminology. Must have demonstrated strong customer service skills, problem resolution skills, high accuracy of work performed, and strong

analytical aptitude.

Disclaimer

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

To Apply:

Complete the [Delta Dental of Tennessee Employment Application](#).

We also ask that you complete and submit the Self-identification Forms for [Gender](#) and [Disability](#). We request this information because we do business with the federal government which requests this data. Completing these forms is voluntary, and any answers given will be kept private and will not be used during the hiring process or used against you in any way.

Submit the application and the Self-identification Gender and Disability forms by:

Fax to: (615) 244-8108

Mail to:

Delta Dental of Tennessee
Human Resources
240 Venture Circle
Nashville, TN 37228

Delta Dental of Tennessee is an Equal Opportunity Employer.

[Read our complete EEO Policy](#)