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Aetna Health Insurance Work From Home

Description

- Carry your heart to CVS Wellbeing. All of us at CVS Wellbeing shares a solitary, clear reason: Carrying our heart to each snapshot of your wellbeing. This reason directs our obligation to convey upgraded human-driven medical care for a quickly impacting world. Moored in our image — with heart at its middle — our motivation sends an individual message that how we convey our administrations is similarly basically as significant as what we convey.
- Our Heart At Work Behaviors™ support this reason. We need every individual who works at CVS Wellbeing to feel enabled by the job they play in changing our way of life and speeding up our capacity to enhance and convey answers for make medical services more private, helpful and reasonable.

Position Rundown:

- This is a work at home an open door. You should live in the province of North Carolina.
- Responds to questions and resolves issues as a "solitary resource" in view of calls from plan supporters, individuals and suppliers. Gives modified communication in light of client inclination and individualized needs, making a profound association with our individuals by understanding and drawing in the part without limit.
- Completely grasps the part's requirements by building a trusting and caring relationship with the part.
- Expects client needs. Furnishes the client with related data to address the unasked inquiries, for example extra arrangement subtleties, benefit plan subtleties, part self-administration instruments, and so forth.
- Utilizes client care limit structure to pursue monetary choices to determine part issues.
- Instructs and helps clients on different components of advantage plan data and accessible administrations made to upgrade the general client assistance experience with the organization (i.e., help with part self-administration apparatuses, Conference Open doors – Straightforward Advances, Cost of Care Devices, Regular Choices Program, and so on.).
- Uses generally pertinent data to impact part commitment really.
- Makes a quick move when stood up to with an issue or made mindful of a circumstance.
- Takes responsibility for client contact to determine their issues and interface them with extra administrations as proper.
- Distinguishes part needs past the underlying request by responding to the unasked inquiries.
- Settle issues without or with restricted administration mediation.
- Gives training to individuals to help them in dealing with their wellbeing.
- Answers rapidly to address client issues and resolve issues while abstaining from over-committing.
- Different exercises might include: giving case status data, benefit inclusion

Hiring organization

Aetna Health Insurance Work From Home

Employment Type

Full-time

Industry

Private

Job Location

Jacksonville, 900069, FL, CA, USA
Remote work from: USA

Working Hours

8

Base Salary

\$ 33 - \$ 45

Date posted

February 1, 2024

Valid through

31.12.2024

translations, and making sense of plan qualification.

- Processes guarantee references, new case hand-offs, and heightens issues as suitable through the framework for complaints and requests.
- Starts out-reach/welcome calls to guarantee constituents assumptions are met or surpassed. Distinguishes patterns and any arising client support issues and attempts to foster answers for address possible issues or potentially plan highlights of interest as a way to deal with work on comprehension of advantage plans and increment post-enlistment part fulfillment.
- Accomplishes with different offices to convey client explicit introductions.
- Organizes endeavors both inside and across divisions to effectively determine administration issues and foster interaction improvement planned to upgrade the general conveyance of administration.
- Works cooperatively with partners to convey the best client experience,.
- Tries to grasp the client, including conditions, issues, assumptions and requirements.
- Poses examining inquiries to distinguish the hidden client needs.
- Properly advances discussions to investigate opportunities for expanding client collaborations.
- Guides individuals to the fitting wellbeing asset. Offers options where fitting .
- Acts in view of the wellbeing of client and key to all communications.
- Teams up with partners and colleagues to convey a top notch client experience.
- Fills in as SME giving specialized help when required ready to come in case of an emergency related issues, items, as well as framework applications conveyance matters.
- May partake in planning and show of client explicit introductions.
- May track and pattern information. Mentors, trains and aids the improvement of call focus staff, as required.
- Takes part in and additionally leads exceptional undertakings/drives tending to support issues, as the need should arise.
- Gives specialized or topic mastery concerning arrangements, strategies, and capability related applications/frameworks devices on a case by case basis.
- Conveys inside quality audits.
- Offers suitable help in outsider reviews when required. Archives and tracks all contacts, occasions, and results with clients utilizing suitable frameworks and cycles

Required Capabilities:

- Client care encounters in an exchange based climate, for example, a call place or retail store liked, ability to exhibit to be sympathetic and empathetic.
- Powerful hierarchical abilities and capacity to deal with different assignments.
- Compelling relational abilities, both verbal and composed

Instruction:

- Secondary School Certificate Required
- Pay Reach
- The average compensation range for this job is:
- This pay range addresses the base hourly rate or base yearly full-time compensation for all situations in the gig grade inside which this position falls. The genuine base compensation proposition will rely upon various

variables including experience, instruction, topography and other applicable elements.

- Notwithstanding your pay, partake in the prizes of an association that places our heart into really focusing on our partners and our networks. The Organization offers a full scope of clinical, dental, and vision benefits. Qualified representatives might sign up for the Organization's 401(k) retirement investment funds plan, and a Worker Stock Buy Plan is additionally accessible for qualified workers. The Organization gives a completely paid term extra security plan to qualified representatives, and present moment and long haul handicap benefits. CVS Wellbeing likewise offers various prosperity programs, training help, free improvement courses, a CVS store endlessly markdown programs with partaking accomplices. With respect to downtime, Organization representatives appreciate Took care of Time ("PTO") or excursion pay, as well as paid occasions all through the schedule year. Number of paid occasions, wiped out time and other time off are given steady applicable state regulation and Company arrangements.

Responsibilities

Customer Service Representative

Qualifications

Bachelor Degree