



PARTNERING TOGETHER
FOR A BETTER TENNESSEE
www.TNCSA.com

**TENNESSEE COMMUNITY SERVICES AGENCY
POSITION ANNOUNCEMENT**

Announcement Date: March 2, 2023
Deadline to Apply: Open until positions filled
Position Title: Call Center Representative
Department: TennCare Advocacy & Provider Call Centers
Status: Full-Time, Non-exempt
Salary: Commensurate with education and experience
Location: Jackson Office <i>*work from home may be available after successful completion of training which is conducted at the Jackson TN office.</i>
Several Positions Are Available

JOB DESCRIPTION

- Provide assistance to TennCare applicants and members regarding TennCare eligibility, TennCare covered services, application processes, eligibility categories and requirements, program policies and procedures, appeals rights and procedures and advocacy services.
- Provide customer service, conflict resolution and conflict de-escalation.
- Acquire and maintain proficient knowledge of TennCare program through training.
- Establish and maintain an excellent working relationship with the TennCare Bureau, as well as, TennCare providers, managed care contractors, and/or other State agencies.

MINIMUM QUALIFICATIONS

- High school diploma or equivalency.
- One to two years of ***previous call center and/or customer service experience.***
- Excellent organizational, verbal, written and computer skills.
- Understanding of hospital billing form requirements (UB04 and CMS1500).
- Understanding of Medicaid billing and collection guidelines.
- Ability to read and interpret insurance EOBs (Explanation of Benefits)
- Must authorize the release of any investigative and criminal records obtained by the Federal Bureau of Investigation and the Tennessee Bureau of Investigation to the Tennessee Community Services Agency.

Tennessee Community Services Agency is an equal opportunity employer. Applicants are considered for all positions without regard to political affiliation, religion, gender, age, race, color, national origin, sexual orientation, disability, marital or veteran status, the presence of a non-job-related medical condition or disability, or other status protected under local, state or federal laws.