

Careers at McCart

The McCart Group is seeking a full-time **Benefits Service Representative – Employer Services**.

Company Profile

The McCart Group, located in Duluth, Georgia, is a full-service Risk Management & Insurance Consulting firm founded in 1971. As one of the largest independent brokers in Georgia, we are seeking an experienced Benefits Service Representative to add to our growing team in the Employer Services / Group Benefits Practice.

Responsibilities Include:

- Obtain monthly claims data from various carriers. Includes manipulating the data into the desired format based on the Account Manager's parameters.
- Update or create open enrollment benefit guides at each renewal to include all HCR notices and Medicare notices.
- Reformat open enrollment guides to be new hire benefit guides.
- Reformat open enrollment guides for COBRA participants.
- Open enrollment (other duties) – develop client specific communication materials, prepare enrollment packets, create/update universal enrollment forms.
- Complete COBRA paperwork on behalf of the client –both at renewal and for new group set up.
- Benefits administration (value added service – no monthly charge/fee) as per the Account Manager's instructions. Process new hire elections and terminations. Provide the client with the back up documentation for confirmation of adding or terminating.
- Cultivate and maintain relationships with clients.
- Compile and maintain client and benefit plan information in AgencyWare – new group set up and renewals. Data is generally provided by the Account Manager via email. (*Research and review is sometimes required to obtain correct documents that were not originally emailed from the Account Manager.*)
- Resolve enrollment and eligibility issues.
- Research and resolve client billing issues.
- Issue resolution for COBRA participants.
- Issue resolution for less complicated claims.
- Document all client issues in AgencyWare – create service cases, save documents, add notes, etc.
- Personalize monthly health flyer for clients as directed by the Account Manager. Add logo, email to the client contact and save in AgencyWare.
- Stand-in/Hybrid Account Manager as needed and requested by Account Manager.
- Request Schedules A-5500 data from carriers and any required follow up – as needed and requested by the Account Manager.
- Scrub enrollment forms for new case or renewal submission – case by case basis
- Bill reconciliations as requested – case-by-case basis
- Compile census or eligibility lists as requested – case-by-case basis
- Marketing liaison – assist marketing department to verify or collect additional data for completing RFP or follow up to carrier questions.
- Milliman Survey (annually) – complete the benefit plan and rate information pages in the survey for the majority of clients that are assigned.

Essential Position Attributes:

- A minimum of two years experience in Benefits Administration is required.
- Strong communication (oral & written) and organization skills.
- Multi-tasking ability, flexibility in working with different personalities; ability to operate in a team-oriented environment
- Self-motivated, high level of professionalism, able to anticipate client needs
- Excel (basic knowledge necessary; intermediate skills a plus)
- Word (basic knowledge necessary; intermediate skills a plus)
- Powerpoint (a plus)
- Internet (need navigational proficiency with internet in order to utilize the carrier's website)
- Life & Health Insurance Certification and Continuing Education a plus

To Apply for This Position:

Qualified candidates should submit resume and cover letter to Cindy Covington at cindy.covington@mccart.com.
