

Job Title	TXSMP Call Specialist
Employer/ Agency	Better Business Bureau Education Foundation – Texas Senior Medicare Patrol
Job Description	<p>The call specialist who handles complex interactions respond to beneficiary and caregiver concerns and inquiries that involve complaints of health care fraud, errors, and abuse by:</p> <ul style="list-style-type: none"> Interviewing the beneficiary and/or caregiver in person or by telephone Obtaining detailed information related to the report of fraud, errors, or abuse Gathering information and documentation about the case, such as Medicare Summary Notices (MSN), Explanation of Benefit (EOB) records, billing statements, other financial records that contain confidential personal identifying information, or legal documentation related to the complaint Reviewing and evaluating information and documentation about the case Researching issues using SMP manuals and other Medicare program integrity resources Entering the report of suspected fraud, errors, or abuse into the SMP data reporting system Assessing the case for further investigation and/or referral Referring the case to the appropriate government entity for investigation Supporting beneficiaries as their reported issue moves through the investigation and resolution process Entering data into the national database as needed Other duties as assigned
Qualifications	<ul style="list-style-type: none"> Good oral communication skills Active listening skills Research and case management skills Ability and willingness to learn and share information related to preventing, detecting, and reporting health care billing fraud, errors, and abuse Ability to follow case referral procedures Ability to work independently Ability to work and get along well with others from diverse backgrounds Computer literacy, including ability to use the Internet and on line reporting programs Patience and persistence
Salary/Hours	\$43,000
Address	1333 West Loop South
City, State, Zip	Houston, TX 77027
Contact Person	Diane Nguyen
Telephone Number	713-341-6185
Email Address	dnguyen@bbbhouston.org
Application Method	Online at Better Business Bureau Jobs in Houston, TX Indeed.com
Opening Date	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.