



## **Claims Processor**

Armed Forces Benefit Association (AFBA), an organization dedicated to serving those who serve this great nation, seeks a Claims Processor to process and pay claims, help customers and collaborate with internal teams including beneficiary, underwriting, customer service, policyholder accounting.

Specific Job Responsibilities include:

- Receive claims notifications, collect information and complete appropriate forms, and establish and maintain files for all parties involved
- Record information in Claims Reporting System, assess claim validity, and verify data accuracy
- Assist claimants with inquiries regarding their claims and follow-up on all missing information
- Comply with state laws, and policy and company procedures related to claims processing
- Work claims queues
- Submit all supporting documentation for imaging
- Prepare initial claims package for review by supervisor
- Conduct follow-up work as requested by supervisor to prepare final claims package
- Submit final claims package for supervisor's adjudication and approval
- Mail completed claim packets
- Other related work as assigned

Best-suited candidate will possess:

- High School Diploma. College degree preferred
- Minimum of 3 years of life insurance claims adjudication experience
- Product knowledge and significant professional experience in the life insurance industry
- Excellent verbal and written communication skills
- Excellent customer service skills--including proper telephone etiquette and sensitivity towards customers
- High-level of attention to detail
- Analytical aptitude and time management skills
- Ability to work independently or in a team in a fast-paced, demanding, and challenging environment
- Self-motivated, understand difficult concepts, and take initiative in problem resolution
- Ability to adapt to a changing environment
- Accuracy in data entry and typing skills
- Strong computer skills and expertise in usage of claims software

AFBA is conveniently located in Old Town Alexandria. We offer a competitive compensation package, including a 401k plan with generous employer match, employer-funded pension plan, health insurance, life insurance, LTD, and professional development opportunities.

### **TO APPLY**

Please submit a cover letter, including salary requirements, along with your resume to [afba\\_jobs@afba.com](mailto:afba_jobs@afba.com) by COB, Friday, September, 15, 2017.