

**Service Representative I**  
**Local Government Health Insurance Board**  
**Job Description**

**JOB INFORMATION**

This is a permanent, full-time position with the Local Government Health Insurance Board, a state agency located in Montgomery, Alabama that administers a group health insurance program covering local government entities throughout the state. This involves support work providing customer service in various ways to members and units related to their health insurance needs.

**MINIMUM REQUIREMENT**

High School Diploma.

**RESPONSIBILITIES**

- Assist in all aspects of enrollment and eligibility administration of the health plan or providing customer service to units and members in regard to LGHIB operations or plan benefits
- Assist in all aspects of member services

**JOB DUTIES**

The following are specific job duties required of a Service Representative I:

- Answer telephone calls from members and units regarding eligibility and enrollment
- Input LGHIP enrollment information, cancellations, address changes, etc. into the LGHIP system
- Enter debits and credits into the LGHIP supplemental billing
- Set up the COBRA accounts for new subscribers and cancel COBRA accounts when requested
- Review LGHIP enrollments, cancellations, etc. and request any documentation needed to complete the process
- Communicate with and resolve problems of local government officials, payroll/insurance clerks, subscribers, etc.
- Perform duties for scanning and indexing subscriber files and unit files in ImageQuest;
- Printing and mailing daily wellness screenings
- Answering wellness phone calls and responding to emails regarding the wellness program;
- Assisting callers and providing good customer service to members and units
- Logging screening events into the wellness schedule system
- Entering member wellness screenings into the wellness computer system
- Perform duties for scanning and indexing subscriber files and unit files in ImageQuest

- Preparing and mailing the advertising and informational packets prior to upcoming screening events
- Updating unit information in the wellness system based on unit changes communicated by the enrollments department.
- Preparing and mailing pharmacy screening materials
- Reconciling and verifying screening event participation
- Performs other duties as assigned

**The Local Government Health Insurance Board is an Equal Opportunity Employer.**