



Mission Statement: "Healthplex is committed to providing access to high quality affordable dental care and to improving the oral health of our community. Our comprehensive, innovative solutions serve to build trust and deliver value."

Healthplex, Inc. is the largest dental benefits administrator in NY. We cover over 3.4 million lives.

Customer Service Representative: Receives, investigates and responds to all member inquiries regarding dental plan coverage, status of claims and provider information on all lines of business.

Bilingual - Customer Service Representative: Individuals with the following language skills needed to assist our members within our call center as described above. Spanish, Cantonese, Mandarin, or Russian.

Dental Claims Processor: Adjudicates dental claims for payment based on summary plan descriptions. Knowledge of ADA codes, dental procedures and terminology. Strong attention to detail.

Credentialing Assistant: Processes provider information as directed and provides general administrative/clerical support to the Credentialing Department. Strong excel computer skills.

Credentialing Representative: Processes provider information to ensure credentials meet NCQA and JCAHO guidelines.

Provider Relations Analyst: Generate reports related to provider data to ensure accuracy and fulfill client requests. Proficiency in Microsoft Excel, Access required.

Quality Management Associate: Investigates and resolves member complaints, appeals, grievances and fair hearings for Healthplex and client groups.

Health Exchange Representative (Bilingual Spanish): Verifies payments, processes returned mail and responds to inquiries from prospective and existing members covered by "Exchange" dental plans.

Urgent Care Referrals Representative: Receives inbound calls from Dental Provider Offices and provides emergency referrals within dental plan guidelines.

Healthplex, Inc. offers competitive compensation and benefits package to employees and their dependents. It reflects Healthplex's core expertise in developing benefit programs to maintain a healthy workplace and our commitment to helping employees balance the many challenges of life and work.

Healthplex, Inc. Benefit Programs Include:

- Medical Insurance
- Employer Paid Family Dental Insurance
- Employer Paid Group Term Life Insurance
- Generous Paid Time Off
- Flexible Spending Accounts
- Employer Paid Short Term Disability
- 401(k) Plan with 30% Employer Match
- Voluntary Long Term Disability Insurance
- Wellness Programs and Gym Membership
- Healthplex Children Scholarship Program
- Training and Professional Development

EQUAL EMPLOYMENT OPPORTUNITY

"All qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex."