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[WebsiteImperial Management Administrators](#)

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Imperial Management Administrators Services

People are the most important asset of Imperial, for this reason the difference and plurality of people, equality of opportunities, non-discrimination and inclusion in the workplace are priority and strategic factors in the Organization. Imperial maintains a strong will to promote Diversity, Equity, and Inclusion, through inclusive leadership as a lever change and business sustainability.

Imperial Health Plan of California, Inc. is approved by California Department of Managed Health Care to offer full-service Medicare Advantage coverage, including a Medicare Advantage Prescription Drug plan, and a Chronic Condition Special needs plan over numerous counties in California. Through its affiliate, Imperial Insurance Companies, Imperial also offers Medicare Advantage plans in Texas, New Mexico, Utah, and Arizona.

Our mission: To deliver valuable care so that members are healthy in body, mind, and spirit to achieve their inherent potential.

Our vision: To deliver value based care that is clinically effective, sustainable, and achieves exceptional outcome.

THIS IS IN-OFFICE - NO REMOTE IS AVAILABLE

JOB SUMMARY: This position is responsible for opening the login in the claim into EZCAP. The claims Clerk will also provide support for Mailroom department activities including but not limited to; mailing of provider checks / EOBs and scanning and logging registered mail. The Claims Clerical-Mailroom Support Clerk is responsible for managing incoming mail from providers while ensuring a high level of accuracy. Requires the ability to multi-task while providing accurate and timely mail triaging and processing.

ESSENTIAL JOB FUNCTIONS:

1. Data entry of manual claims into EZ CAP claims system.
2. Utilize EZ CAP claim processing system to research provider and member status.
3. Assists in coordinating response to the health plan.
4. Accountable for providing requested documentation to internal departments and provider network
(EOB, faxes, scanning, requests for letter copies).
5. Provide support to eClaims for daily reject letter processing when available.
6. Support of research projects through claims look-up and simple documentation via Excel
spreadsheets.
7. Place outbound claims calls and communicate follow-up information as needed.
8. Ability to positively support the needs of providers and claims team through professional
communication that demonstrates the company culture.
9. Maintain electronic logs relating to assigned duties.

10. Prints claims letters.

EDUCATION/EXPERIENCE:

- High school graduate or equivalent.

SKILLS/KNOWLEDGE/ABILITY:

- EZ-CAP knowledge; or equivalent combination of education and experience.