

**Position Title:** Professional Services Representative  
**Reports To:** Director, Professional Services  
**Status:** Full Time, Non-exempt  
**Location:** Stevens Point, Wisconsin

**Created Date:** MM/DD/YY  
**Reviewed Date:** MM/DD/YY  
**Revised Date:** MM/DD/YY

### General Description

The Professional Services Representative is responsible for tasks involving consultant review; appeals and grievances; and fraud and abuse. Their work is done on both the group and individual platform. Working directly with subscribers and dental office staff, this position also provides support to Professional Relations and other internal departments.

### Responsibilities

- DeltaUSA Processing Policy compliance: understand and communicate policies
- Responsible for Dental Consultant claim review processes
- Responsible for the Fraud and Abuse review process
- Utilization review and maintenance of provider/facility review suspend flags; investigate and resolve dentist contract noncompliance; electronic services
- Grievance management, tracking, and reporting
- Claim resolution with and for other Delta Dental member companies using National Provider File (NPF) data
- Cooperate with team leader for purposes of work flow coordination
- Delta Dental of Wisconsin's Prevent Abuse and Neglect through Dental Awareness (P.A.N.D.A.) program
- Special projects and duties as assigned

### Education/Experience/Personal Requirements

- High school diploma or equivalent, with three to five years of related dental office experience
- Previous insurance business experience preferred
- Computer skills, including experience with MS Office Suite applications
- Strong interpersonal, written and oral communication skills
- Analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks
- Must be well-organized and attentive to detail
- Strong customer service orientation; ability to handle escalated or more technically complex telephone calls
- Experience working in a team-oriented, collaborative environment
- Ability to operate a computer keyboard, mouse, and other office equipment

### Work Conditions

- In-office working hours are regular business hours, Monday through Friday, 8:00 a.m. to 4:30 p.m.; may require occasional overtime, nights and weekends to meet project deadlines
- General office working conditions which may require sitting for extended periods of time