

Career Opportunity



WHO WE ARE

We are a B Corp certified social enterprise enabling healthcare equality for all. As a social enterprise, we manage dental, vision, drug, and healthcare benefits programs exclusively for government and social services agencies in Canada. Our targeted experience and innovative technology provides cost savings, reliable service, process continuity, and accurate, insightful data that enables governments to make informed strategic decisions, reducing stress on the healthcare system through streamlined administration.

ABOUT THIS OPPORTUNITY

Accerta is seeking a **full-time permanent Customer Service Representative** in Toronto to adjudicate claims and predetermination responses in accordance with department policies.

MAJOR ACCOUNTABILITIES

- Respond to telephone inquiries from providers of service.
- Respond to email and fax inquiries.
- Make corrections received on telephones when able to under guidelines.
- Backup for claim and predetermination entry and adjudication.
- Backup for corrections to claims.
- Maintain eligibility databases when necessary.
- Maintain and protect the confidentiality and privacy of all information.
- Other duties as assigned.

QUALIFICATIONS

- Minimum 1 year as a certified dental assistant, dental receptionist, or benefit experience required
- Secondary Diploma or equivalent required
- Knowledge of dental procedure codes
- Strong computer skills and proficiency with Microsoft Office programs (Word, Excel, PowerPoint)
- Accurate data processing ability; 10 to 12,000 key strokes per hour an asset

How to Apply

Via e-mail to the attention of the Manager, Human Resources at recruit@accerta.ca.

www.accerta.ca

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HOW TO APPLY

We accept applications submitted via e-mail to the attention of the Manager, Human Resources at recruit@accerta.ca.

Inclusion and Equal Opportunity Employment

Accerta is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans' status, Aboriginal/Native American status or any other legally-protected factors. Disability-related accommodations during the application process are available upon request.

We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted.

Final candidates for this position may be required to undergo a security screening, including a criminal records check and reference check.

To learn more about us please go to: www.accerta.ca

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