



Position Responsibilities

An Intake Administrator (IA) acts as the main point of contact between MASSIVE: Medical and Subrogation Specialists (MASSIVE) and insurance companies, subrogation firms, and other lien holders. IAs work in a team with a MASSIVE Attorney, at least one Lien Resolution Manager (LRM), and possibly, other IAs. The IA is unlikely to have any customer contact on behalf of MASSIVE except when answering incoming calls.

Duties and responsibilities include, but are not limited to:

Lien Holder Contact

- Contact subrogation firms, lien holders, and health insurers to ensure MASSIVE receives requested information from those organizations;
- Utilize telephone, email, fax, online portals, and regular mail to complete any necessary contact and follow-up;
- Develop relationships with representatives of those organizations to improve and expedite the contact process;
- Discuss with those organizations opportunities for change and other inter-company communication improvements.

Workflow & File Management

- Maintain workflows by studying MASSIVE methods and, when appropriate, discussing improvements to those workflows with managers;
- Maintain MASSIVE's proprietary software, the Claim Tracking System (CTS), including client information updates and workflow management;
- Ensure smooth operations and workflow procedures through data discovery and detection of subrogates' patterns during normal day-to-day work;
- Contribute to the team effort by accomplishing team-related results;

Information Receipt

- Receive all new information, liens, subrogate information requests, etc. via mail, fax, and email;
- Organize and disburse received information to appropriate team members while simultaneously updating the CTS system to indicate such receipt and disbursement of information;
- File said information into appropriate locations, both electronic and physical.

Qualifications

No previous experience is required. An IA must have a comfortable working knowledge of the Microsoft Office suite of applications as well as the ability to utilize web-based systems as the MASSIVE Claim Tracking System is web-based. Either an undergraduate degree or some office experience is preferred.

Teamwork is important to the success of MASSIVE, so strong interpersonal skills are a must. An IA must be self-motivated and willing to work with the ebb and flow of an ever-changing task list. Outgoing personalities are more likely to succeed in this role when considering the high volume of subrogation contact - including that on the telephone.

An IA will be expected to become knowledgeable in the MASSIVE workflows. He or she will need to adapt to various subrogates' roadblocks and even internal changes as the process of lien resolution is always evolving. They must have or develop within 90 days of employment, a solid understanding of the workflows we implement. Finally, an IA must understand the reasons for certain actions we take, including putting the customer first and acknowledging the customers; perception of what we do is nearly as important as the actual successes.

Travel

No travel is expected for this position.