

Claims Assessor

This is a unique and exciting opportunity to join Freedom Health Insurance – a trusted independent private medical insurance company based in Poole, Dorset which is rapidly growing both in the UK and internationally.

We are looking to strengthen and expand our presence in the private health insurance market and deliver outstanding customer support. That is why we are looking to recruit a claims assessor to join our team and help us achieve our goals. If you have great customer service and a caring attitude, you would be a great addition.

About the role

Our claims assessors are the first point of contact for customers who wish to make a claim, therefore they are recognised as the ‘face of the company’ – how we handle claims is the benchmark on how our customer service levels are measured.

You will be dealing with claims for medical treatment, so the role requires empathy and care towards the customer who is likely to be dealing with ill-health. At the same time, we ensure claims are assessed fairly and settled in line with the policy terms and conditions.

The role includes taking customer calls, recording claims details and processing claims accurately and efficiently. Our customers reach us via phone and email, so the role requires excellent communication skills - verbal and written, and exceptional customer service skills at all times.

Key responsibilities

- Receive and assess claims documentation in order to establish whether the claim can be covered.
- Obtain further information when required.
- Assess the claim against policy terms and conditions and send paperwork for acceptance or declination.
- Processing claims payments in line with agreed authority levels and procedures.
- Communicate all progress and decisions to the customer accurately and in a timely fashion.
- Maintain informative and accurate records of all claims activity on our internal files and systems.
- Identify and escalate serious and/or urgent cases to the Claims Team Leader/Manager.
- Assist/deal with ad-hoc projects as required by Claims Team Leader/Manager.
- Promote the best image for the company through professionalism and adhere to company standards.

Education and experience

Essential education and experience

- Computer literate and proficient in the use of Microsoft Office.
- Exceptional customer service standards

Desirable education and experience

- Experience of working in an insurance-based or claims-based environment, ideally within health insurance but will consider candidates from other insurance backgrounds.
- Medical knowledge gained through working in a hospital or doctor's clinic.

Personal characteristics

This is a key role in our claims team working in a friendly office environment in Poole, Dorset. We are proud of our holistic approach to our claims process, and we treat our members as individuals who are coming to us for our great service.

You must be prepared to 'muck in' and be an active part of the team. It is not an isolated role and you will be required to contribute to all aspects of office life to ensure we operate smoothly and efficiently and provide the high level of customer service we aim to give at all times. This means you must be:

- Able to work well under pressure and in the face of short deadlines.
- Flexible and approachable, adapting and responding to team objectives at short notice.
- Well organised and able to prioritise a workload of varied and important tasks.
- Able to work on your own with minimal supervision as well as an integral part of the team.

What you get in return

You will join a dynamic and growing business with an inclusive and positive company culture build on family values that continue to be the backbone of everything we do. You will get:

- Salary: up to £22,000 per annum DOE
- 25 days' annual leave plus bank holidays
- Employee private medical insurance
- An employee pension scheme

Office hours are 9am to 6pm with the 5.30pm - 6pm 'slot' covered on a rota basis – once you are trained and confident in the role, you will join the rota and work until 6pm once a week.

To apply, please send your CV to Maggie Glasspool at m.glasspool@freedomhealthinsurance.co.uk