Are you ready to make a significant impact in your community? Health Plan of San Mateo (HPSM) is seeking a compassionate and dedicated CareAdvantage Navigator who is fluent in Cantonese/Mandarin to join our team. As a CareAdvantage Navigator, you will play a vital role as the primary point of contact for CareAdvantage members, providing crucial assistance with all aspects of their plan benefits.

**General Description**

In this role, you will provide exceptional customer service to CareAdvantage members primarily over the phone, answering inquiries about health and prescription drug benefits, eligibility, and provider networks. Your responsibilities will include making New Member Welcome Calls, resolving member issues related to accessing covered services, and ensuring members retain CareAdvantage enrollment through proactive outreach and support.

**Duties & Responsibilities**

**Essential Functions:**

- Provide outstanding customer service to CareAdvantage members, addressing their inquiries and concerns effectively.
- Conduct New Member Welcome Calls to orient members to their benefits and services.
- Resolve problems related to accessing CareAdvantage-covered services, including healthcare and prescription medications.
- Document member complaints, grievances, and appeals clearly, following through with proactive solutions.
- Coordinate with various departments and community partner agencies to facilitate member care coordination.
- Participate in health fairs, community partnerships, and meetings, professionally representing HPSM as needed.
- Assist with organizational support tasks, including maintaining files, handling correspondence, and coordinating meetings.
- Perform other duties as assigned.

**Requirements**

These are the qualifications typically needed to succeed in this position. However, you don’t need to meet every requirement to apply.

**Education and experience**

- High school diploma or GED required.
- Two (2) to three (3) years of customer service experience, preferably in a health plan environment.
- Previous experience working with seniors, persons with disabilities, or in a medically related field such as medical assisting is highly desirable.

**Knowledge of:**

- Proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access, and PowerPoint.
- Familiarity with health insurance programs preferred.
- Understanding of customer service principles and practices.
Ability to:

- Work collaboratively with others and support team decisions.
- Communicate effectively, both verbally and in writing, with individuals from diverse backgrounds.
- Adapt to changes in requirements and prioritize tasks effectively.
- Demonstrate excellent problem-solving skills and influence positive outcomes.
- Develop and maintain strong professional relationships with a diverse range of people.
- Utilize personal computers and Microsoft Office products proficiently.
- Travel to our office in South San Francisco daily.

Bilingual Cantonese/Mandarin/English Required

Salary and benefits

The starting salary range is $24.30 - $31.59 per hour, depending on the candidate’s work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee’s medical, dental and vision coverage (employee pays 10% of each dependent’s premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

It is HPSM’s policy to provide equal employment opportunity for all applicants and employees. HPSM does not unlawfully discriminate based on race, religion, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, sexual orientation, veteran status, registered domestic partner status, genetic information, gender, gender identity, gender expression, or any other characteristic protected by applicable federal, state, or local law. HPSM also prohibits discrimination based on the perception that an applicant or employee has any of those characteristics or is associated with a person who has or is perceived to have any of those characteristics.