



---

**Position Title:** COBRA / HIPAA Specialist

**Department:** Client Services

**Reports to:** Operations Manager

**Primary Functions: Provide COBRA / HIPAA administration processing and customer service support to our clients:**

- Handle all business administration duties required to support our COBRA / HIPAA customers
- Provide excellent customer service through timely and accurate completion of all job responsibilities

**Objectives**

- Develop expertise in both COBRA and HIPAA rules / laws (become a subject matter expert)
- Accurately perform all duties with minimal supervision
- Display a sense of urgency in processing daily duties
- Provide excellence in customer service to our clients

**Major Responsibilities**

- Process and post COBRA payments
- Mailing of COBRA checks to clients
- Produce and mail COBRA and HIPAA notices
- Mail COBRA payment coupons
- Answer COBRA and HIPAA helpline and provide customer service to callers

**Working Conditions and Physical Requirements**

- Normal office environment
- Prolonged computer work daily
- Some lifting may be required to move equipment, files and supplies

**Education and Experience**

- High school diploma or equivalent work experience in call center, customer service, insurance or financial services