

# Healthcare Insurance Claims/Customer Service Representative – One Sitting

## Assessment Fact Sheet

### Overview

The Healthcare Insurance Claims/Customer Service Representative solution is for entry-level customer service positions in an inbound or outbound healthcare call center environment. Sample tasks for this job include, but are not limited to: monitoring overdue accounts to update status; calling customers with overdue accounts; and persuading customers to pay their overdue accounts. Potential job titles that use this solution are: Call Center Agent, Customer Service Representative, Contact Center Representative, and Collections Agent.

Job Level	Entry Level
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Job Family/Title	Insurance
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### Details

Average Testing Time (minutes)	43 minutes
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Maximum Number of Questions	65 questions
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Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple Choice, Simulation
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### Knowledge, Skills, Abilities and Competencies Measured

**Contact Center Retention:** This measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact center positions. This is reported as a separate score on the score report and is not included in the Overall Score.

**Navigation:** This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

**Service Orientation:** This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.

**Tactful Problem Solving:** This measures a candidate's tendencies to engage in problem solving with customers in the context of simulated telephone calls. This includes acquiring necessary information from both customers and systems to understand the nature of the problem, working through ambiguity to determine the correct answer, and tactfully explaining the resolution of the situation to customers.

**Data Entry Speed:** This measures a candidate's ability to listen to and record information received from customers quickly.

**Data Entry Accuracy:** This measures a candidate's ability to listen to and record information received from customers accurately.

**Professional Potential:** This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

## Example Questions

QueueTek Agent Software

Answer Call    Transfer Call to Supervisor

Reliable Insurance    Access Wireless    Freedom Card    TravelNet

**Freedom Card**

Account Summary as of 10/12/2009

Name	Account Number	Notes
Monica Clark	875-421-888	Account in good standing

Search

**Account Summary**

Payment History

Notes

Current Balance : \$480.00    Credit Limit is \$2,000.00

Starting Balance : \$580.00    [View Credit Score](#)

Current Activity

Purchases : \$0.00    [Credit Limit Changes/Requests](#)

Late Fees : \$0.00

Payments/Credits : \$100.00    Next Payment Due : 10/27/2009

**Select Your Response**

I understand this would mean a lot to your daughter for her graduation. I will approve your credit limit increase to \$6,000.

I am sorry, I'm just not comfortable approving this when you do not meet the requirements. Perhaps my supervisor can help you.

I am sorry, but I don't think I can approve this request right now. What I CAN do is submit a credit limit increase request of \$6,000 to our credit department.

[Submit](#)

QueueTek Agent Software    E-Mail    Policies

The on-the-job help I've gotten from supervisors I've had has been:

- a)  outstanding
- b)  very good
- c)  good
- d)  fair
- e)  poor
- f)  none of my supervisors has really helped me

## Example Report

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Detailed Report: Insurance 5.5: Healthcare Ins Claims/CS Representative – Short Form

Recruiter Interview Development

**Applicant Information**

Name:

Application Date: Wed Oct 28 14:09:00 EDT 2009

Applicant ID: 12412240

Session ID: 303211421567070306

Library: Selection

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

**Overall Score**

	Low	Medium	High
Recommended ✓	30	70	100
Overall Score	98 <span style="font-size: small;">▾</span>		

**Detailed Results**

	Low	Medium	High
Navigation	30	70	100
Service Orientation	47 <span style="font-size: small;">▾</span>		
Tactful Problem Solving	43 <span style="font-size: small;">▾</span>		
Data Entry Speed	97 <span style="font-size: small;">▾</span>		
Professional Potential	100 <span style="font-size: small;">▾</span>		
Contact Center Retention	69 <span style="font-size: small;">▾</span>		

**Score Interpretation**

**Navigation**

This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

The candidate tends to excel in navigating between multiple computer screens to find information. He/she is able to determine which application contains the information needed to solve the customer's problem. Based on this information, the candidate is more likely than others to perform well on the job when navigating through multiple screens.

**Service Orientation**

This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.

The candidate will usually greet customers with enthusiasm and be polite when speaking with customers. At times, the candidate may not have patience with customers and may not offer viable alternatives.

**Tactful Problem Solving**

This measures a candidate's tendencies to engage in problem solving with customers in the context of simulated telephone calls. This includes acquiring necessary information from both customers and systems to understand the nature of the problem, working through ambiguity to determine the correct answer, and tactfully explaining the resolution of the situation to customers.

The candidate will sometimes have the tendency to detect and solve problems using a computer system. He/she may acquire some of the necessary information, but may have difficulty interpreting that information and offering solutions to the problem. This candidate is likely to be an average performer on the job.

**Data Entry Speed**

This measures a candidate's ability to listen to and record information received from customers quickly. This is calculated by the number of gross keystrokes per minute typed by an applicant.

The candidate tends to quickly enter information when listening to customer calls and entering data into fields on a computer screen. He/she will likely be more skilled than other candidates when doing this task, and will likely perform this task well on the job.

**Data Entry Accuracy**

This measures a candidate's ability to listen to and record information received from customers accurately. This is calculated by the following formula: Percent Accurate = Number of Correct/Number of Total \* 100.

The candidate tends to make few mistakes when listening to customer calls and entering data into fields on a computer screen. He/she will likely be more skilled than other candidates when doing this task, and will likely perform this task well on the job.

**Professional Potential**

This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

This candidate's response profile concerning past achievements, social orientation, and work orientation is highly similar to the profiles of highly effective professionals. The good match between the profiles suggests that this candidate is likely to be successful in a professional position.

**Contact Center Retention**

This measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact center positions. **This is reported as a separate score on the score report and is not included in the Overall Score.**

Compared to other candidates, the candidate is likely to have average job tenure in an entry-level contact center position, assuming that job performance is at least adequate.

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