

Healthcare Insurance Claims/Customer Service Representative – One Sitting

Assessment Fact Sheet

Overview

Details

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
Job Family/Title	Insurance
Average Testing Time (minutes)	43 minutes
Maximum Number of Questions	65 questions
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice, Simulation

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.

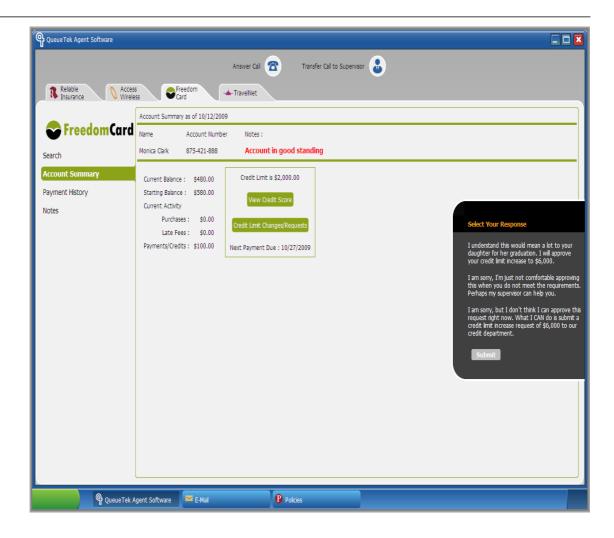
Data Entry Speed: This measures a candidate's ability to listen to and record information received from customers quickly.



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







Example Report

