

United States Jobs Expertini®

Disability Claims Examiner (Remote)

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Company: Prudential

Location: United States

Category: business-and-financial-operations

Job Classification:

Operations - Insurance Operations

Prudential is a company of thoughtful, ambitious professionals working together across a multitude of fields. Together, we are building a better financial future for our customers and our communities around the world. At Prudential, we understand that a company is only as good as its people. This simple fact is central to all that we do.

The Team

You will be part of the Long-Term Disability (LTD) Claims team which is part of our Group Insurance Business. We have Long-Term Disability offices in Roseland NJ, Portland ME, and Scottsdale AZ.

The Role

The LTD Disability Claims Examiner is responsible for providing excellent customer service while managing an assigned, sometimes complex, block of around 95 to 100 Long-Term Disability claims. You will be expected to apply judgment and assess risk as you work with various business partners to render claim decisions. As a claim manager you will, as appropriate, partner with medical and vocational resources to evaluate disability and support return to work goals. Additional responsibilities include:

Communicate via telephone, email, and text with employees, employers, attorneys, and others.

Document claim information in a clear and concise manner.

Understand and apply policy plan provisions

Review medical records

Complete financial calculations

Coaching peers and new members of the team

What You'll Need to Succeed:

One year of LTD claims handling experience required

Strong written and verbal communications skills

A commitment to support a work environment that fosters Diversity and Inclusion

Proficiency with PC-based programs such as Excel and Word

Ability to adapt, problem solve quickly and communicate effective solutions

Continuous improvement mentality coupled with a curiosity about managing initiatives simultaneously

Excellent organizational and time management skills with ability to multitask and prioritize deadlines

Proven skills in positive and productive interaction with challenging customers

Experience in effectively meeting/exceeding individual professional expectations and team goals.

Demonstrated analytical and math skills

Ability to exercise sound judgment

High level of flexibility to adapt to the needs of the organizations

Successful critical thinking skills and risk management

It'd Be a Plus If You Have:

College degree and prior claim experience preferred

Additional Requirements:

This position will work virtually, therefore new hires must be able to provide the following:
Subscribe to internet service provider plan with at least 25 Mbps download speeds. You must be willing to troubleshoot any issues or outages with your home internet service, contacting your service provider as necessary.

All new hires must be hardwired into the internet via Ethernet cord.

Must have the capability to handle calls with a cell phone (would need to have unlimited data and minutes) or a landline. Your personal phone number will not be identified to customers.

Quiet area in your home with minimal distractions and noise free.

Reliability and Dependability throughout our extensive training program is required

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Note: Prudential is required by state specific laws to include the salary range for this role when hiring a resident in applicable locations. The salary range for this role is from \$51,900.00 to \$77,200.00. Specific pricing for the role may vary within the above range based on many factors including geographic location, candidate experience, and skills.

Roles may also be eligible for additional compensation and/or benefits. Eligibility to participate in a discretionary annual incentive program is subject to the rules governing the program, whereby an award, if any, depends on various factors including, without limitation, individual and organizational performance. In addition, employees are eligible for standard benefits package including paid time off, medical, dental and retirement.

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