Customer Service Advocate

United Health is seeking to hire a Bilingual Customer Service Advocate English and Cantonese, Mandarin, Korean, or Vietnamese.

Bilingual Asian Customer Service Advocate $2,000 Sign-on Bonus for External Candidates.

As a member of our Advocate4Me team, you will provide our members with the information they need to make better decisions about their health, helping them get access to the right care in a compassionate and empathetic manner, provide guidance and resolve issues.

Schedule:

Work Scheduled shift between hours of operation Monday – Friday 9 am- 8:30 pm

Primary Responsibilities:

- Respond and resolve customer calls and inquiries by identifying the topic and type of assistance needed.

- Help guide and educate customers about the fundamentals and benefits of consumer-driven health care topics to select the best benefit plan options, maximize the value of their health plan benefits, and choose quality care providers

- Contact care providers (doctor offices) on behalf of the customers to assist with appointment scheduling or connections with internal specialists for assistance

- Assist customers in navigating myuhc.com and other United Health Group websites

Requirements:

- High School Diploma, GED, or Equivalent experience

- Minimum of 3+ years of combined education, work, and/or volunteer experience

- Bilingual fluency (verbal and written) in English and Cantonese, Mandarin, Korean, or Vietnamese

Preferred Qualifications:

- Customer Service Experience - Health Care/Insurance environment

- Social work, behavioral health, disease prevention, health promotion, and behavior change

- Sales or account management experience