



Job Title: CeQur Care Patient Advocate

Department: Customer Experience/Service

Reports To: Sr Director, Commercial & Customer Operations

FLSA Status: Exempt

SOP Group: Customer Care

Position Overview:

The Customer Advocate is the primary point of contact for customers who are seeking knowledge of the CeQur Simplicity product, access to the product or require benefit coverage information. This is a key role in the organization that requires a broad range of knowledge in healthcare and healthcare reimbursement, diabetes, medical device and customer experience that you will rely on often to navigate customers through the journey from intake and onboarding, training, ongoing support with empathy and understanding of what it means to live with Diabetes. Throughout the navigation process you will draw on your excellent communication skills with patience and empathy to connect with the customer and work across Physicians, Health Plans, Pharmacy's, PBM's, Specialty Pharmacies and other entities and ensure an unparalleled customer experience that leads to a CeQur Simplicity.

This role is an essential part of the CeQur Care team and will work cross-functionally with other team members and departments such as Market Access, Field Sales and Distribution. The role will be hybrid, primarily remote with some travel required for business meetings and trainings to the home office in Greenville, SC.

Responsibilities:

- Work one-on-one with customers throughout the access and benefit coverage request and appeals process until outcome has been made and product is delivered, keeping the customer informed throughout the journey
- Use dynamic communication skills to identify and guide the customer through challenges and barriers while utilizing objection handling techniques to communicate with the customer
- Act as a product subject matter expert for CeQur Simplicity to address customer concerns and questions about the product
- Act as a liaison and facilitate resolution within other area's of the journey including but not limited to: product refills, prior authorization and appeal inquires
- Responsible for maintaining satisfactory call quality and outbound call volume and or email quotas defined by management
- Answer inquiries via phone, email, text, chat and social media and follow up and follow through to resolution



- Provide support and direction while resolving customer service issues in a timely and empathetic manner
- Work as part of the larger support team, collaborating with other departments to ensure proactive, superior front-line customer experience and support
- Document all interactions and calls into the customer database, maintain compliance to HIPAA and other regulating bodies as required
- Provide frequent feedback and suggestions to support an environment of continuous process improvement

Education and Experience:

- Bachelor's and/or equivalent combination of education and experience
- Minimum 2 years in a healthcare related contact center, reimbursement, medical device or Diabetes related experience
- Ideal candidate will have a Pharmacy technician license/experience but not required
- Ideal candidate will have knowledge of medical device reimbursement from a manufacturer or DME perspective
- Call center/customer service experience required. This position has a call queue participation requirement
- Knowledge of managed care or pharmacy industry is preferred
- Experience with pharmacy and employer level benefits, prior authorization and appeals is preferred
- Extensive knowledge and experience with supporting customers with diabetes is preferred but not required
- Ability to anticipate customer needs and use best judgment in conversations, while identifying and escalating issues requiring management support
- Excellent oral and written communication skills

Skills/Competencies:

- Oral Communication - The ability to express oneself clearly in conversations and interactions with others.
- Written Communication - The ability to express oneself clearly in business writing.
- Fostering Teamwork - The ability and desire to work cooperatively with others on a team.
- Thoroughness - Ensuring that one's own and others' work and information are complete and accurate; following up with others to ensure that agreements and commitments have been fulfilled.
- Stress Management - The ability to function effectively in a fast-paced environment, while under pressure. Maintains self-control in the face of hostility or provocation. Can handle several problems or tasks at once through effective time management and multi-tasking. Ability to identify and escalate issues requiring management support. Ability to maintain flexibility, and able to switch priorities as needed based on business needs.
- Technical Expertise - Demonstrating depth of knowledge and skill using standard business / office technology and applications.
- Other Important Skills / Competencies – Flexibility, Diagnostic Information Gathering, Analytical Thinking, Initiative, Self Confidence and Customer Orientation.
- Spanish speaking preferred, but not required