



- **Develop and maintain provider network**
- **Negotiate contracted reimbursement rates**
- **Perform medical care utilization review, case management, authorization of services**
- **Maintain dedicated 24/7 Member Service call center and 4 on-site reps at Miami-Dade**
- **Administer member grievances and appeals**
- **Process and administer enrollment, eligibility, HIPAA and COBRA, other mandated programs**

- **Produce and distribute ID cards, Summary Plan Descriptions, Member Information Books, EOBs and health information**
- **Coordinate workplace health events and education sessions**
- **Process claims, apply COB and identify subrogation opportunities**
- **Investigate and report fraud, waste and abuse**
- **Customize and maintain website**