Job Descriptions

Customer Service Specialist II

The employees working in these positions, under supervision, assist health care professionals involved in providing services to SoonerCare members. Their duties include researching and answering basic verbal and written inquiries related to the agency policy and monitoring the claims processing system for procedure and eligibility problems.

Customer Service Specialist I

These positions serve in an entry-level capacity in assisting members and health care professionals involved in providing services to SoonerCare members. These employees respond at an entry-level capacity to verbal and written inquiries relating to the agency's policy.