



ETHAN MARTINEZ

Junior Eligibility Coordinator

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PROFESSIONAL SUMMARY

Motivated Junior Eligibility Coordinator with 5 years of experience in streamlining eligibility processes and ensuring adherence to compliance standards. Skilled in data analysis, member outreach, and effective problem resolution. Dedicated to enhancing team performance and delivering exceptional service, while ensuring accuracy and confidentiality in all operations.

WORK EXPERIENCE

Junior Eligibility Coordinator 📅 May / 2021-Ongoing
WidgetWorks Inc. 📍 Denver, CO

- 1. Processed member applications by reviewing data for deficiencies, assigning codes, and resolving discrepancies in accordance with departmental guidelines.
- 2. Entered member data into the IKA system, ensuring accuracy in benefit assignments and billing information.
- 3. Assess client eligibility for programs and services based on established criteria.
- 4. Conducted outreach calls to members to clarify information needed for enrollment requests.
- 5. Explained eligibility and CMS regulations accurately to members via various communication methods.
- 6. Utilized federal systems to run reports and analyze data for necessary updates.
- 7. Managed employee enrollment in tax-advantaged medical benefits, providing consultations to employers.

Eligibility Coordinator 📅 May / 2020-May / 2021
Silver Lake Enterprises 📍 Seattle, WA

- 1. Interviewed and counseled clients to determine eligibility for childcare programs.
- 2. Managed a caseload to ensure timely eligibility determinations and ongoing case management.
- 3. Educated clients on their rights and responsibilities regarding subsidized benefits.
- 4. Maintained updated knowledge of DPW eligibility regulations to apply to individual cases.

EDUCATION

Bachelor of Science in Health Administration 📅 May / 2019 - May / 2020
University of Health Sciences 📍 Portland, OR

Focused on healthcare operations, policy analysis, and eligibility management.

SKILLS

Client Relations

Team Collaboration

Conflict Resolution

Analytical Skills

Multi-tasking

INTERESTS

🎨 Art

🧘 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

📋 Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES

English

Russian

Italian

ACHIEVEMENTS

- ★ Achieved a 95% accuracy rate in processing member applications, reducing errors and improving service delivery.
- ★ Successfully managed enrollment processes for over 500 clients, ensuring timely eligibility determinations.