Robert Smith

Enrollment Processor

CONTACT DETAILS

1737 Marshville Road, Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

Dedicated and accomplished professional with a broad background of sales and management experience in multiple career fields. Highly analytical and organized with a demonstrated ability to improve efficiency and effectiveness of programs.

WORK EXPERIENCE

Enrollment Processor

IlliniCare Healthcare - August 2015 – July 2017

Responsibilities:

- Responsible for handling enrollment, disenrollment, and additional updates to a member record.
- Ensures compliance with state and federal laws.
- Transmit election information to CMS and MEDI the state website.
- Handle all email requests.
- Process and run daily and monthly files.
- Handle all corrections and errors in the system.
- Assign PCP to members.

Enrollment Processor

Delta Corporation - 2012 – 2015

Responsibilities:

- Inbound/Outbound high call volume with customers questions, assisted members in physician changes and plan changes.
- Worked with various types of member correspondence and reconciling eligibility discrepancies.
- Processed enrollments and cancellations, submitted retroactive eligibility changes.
- Focusing on enrolling new patients into AARP during open enrollment.
- NAC clearance and CAC Card holder Responsible for processing new enrollments and changes to military members healthcare Awareness of Military .
- Process cancels, transfers, and new enrollments Set up new student academic and financial aid files Update all new student information into the .
- Audit all Official Start Files for completeness of enrollment forms Retrieve/ replace files from Off-Site storage Assist Manager with reports Provide .

Education

Bachelor Of Arts In Art - (Shippensburg University of Pennsylvania - Shippensburg, PA)

SKILLS

Supervisory, Detail-oriented, Organized.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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