ROBERT SMITH

Medicare Enrollment Specialist

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SUMMARY

Seeking a Medicare Enrollment Specialist position with an organization where my extensive experience in customer service will be further developed and utilized to secure a position where can grow and develop.

CORE COMPETENCIES

Medical Terminology, Customer Service, Management, Microsoft Office, Medical Billing, Medical Records, Leadership Development.

PROFESSIONAL EXPERIENCE

Medicare Enrollment Specialist

ABC Corporation - August 2011 – February 2014

Key Deliverables:

- Performed general office duties, such as typing and operating office machines.
- Sorted or classified information according to content, purpose, and user criteria.
- Determined how and where information should be filed.
- Demonstrated strong attention to detail.
- Displayed excellent customer service skills.
- Communicated verbally and in writing with members, CMS, physicians, MedImpact, third parties, and other departments as required to facilitate the enrollment and disenrollment processes.
- Processed and reconciled Medicare eligibility and enrollment information, with emphasis on escalated issues for management.

Medicare Enrollment Specialist

Delta Corporation - 2015 – 2019

Key Deliverables:

- Corrected mistakes made by agents and processed them in a timely manner. Worked in a fast-paced environment with dual screens Troubleshooting Floor.
- Drove sales and revenue by assisting customers in the process of filling out part D enrollment applications.
- Remained current on products and processes in a multi-product environment.
- Assisted seniors in understanding the Part D enrollment process, and walk them through each step of the application Meet all compliance rules set forth.
- Applied late penalties to members prescription drug policies, cancel members policies per member request, maintain HIPAA compliance.
- Maintained knowledge of current insurance practices and policies.
- Led team and achieved quality scores consistently over 95% by reviewing the accuracy of each case before submitting to the Regional Office for approval.

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EDUCATION

- Bachelor Of Science In Management - (University Of Cincinnati)

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