

ROBERT SMITH

Medicare Enrollment Specialist

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Professional and organized Skilled in sales, billing, collections, customer enrollment, and insurance verification Experienced in developing and maintaining relationships with customers and organizations. Articulate in communicating company policies and procedures. Proficient in Microsoft office databases and various company-specific databases.

EXPERIENCE

Medicare Enrollment Specialist

ABC Corporation - JULY 2006 - APRIL 2012

- Collected & analyzed members information pertaining to the members application and claims.
- Identified research and documented all facts concerning members case management. Drove the consumer engagement and loyalty on a one on one basis.
- Ensured compliance with all Federal Medicare statutes and policies.
- Developed and managed procedures and systems to respond to issues to a successful resolution for members while maintaining Humana core values.
- Managed self and built relationships effectively to produce a productively work environment.
- Able to achieve results and take the initiative to help others.
- Composed letters, make phone calls, and additional correspondences.

Medicare Enrollment Specialist

Delta Corporation - 2011 - 2015

- Research and resolve issues relating to Medicare enrollments, including eligibility, effective dates, types of enrollment codes, and billing.
- Corrected issues in the mainframe (backend systems) to ensure accuracy.
- Maintained accurate and up-to-date knowledge of all Medicare Advantage and Prescription Drug Plan.
- Utilized the CMS online system for eligibility, verification report, generation, and membership maintenance.
- Reviewed and reconciled along discrepancies by correction or supplying applicable data into the CMS.
- Contacted the member to clarify missing, conflicting, or additional information.
- Contracted assignment to assist with Medicare enrollments Detail-oriented, working in a fast-paced atmosphere using several computer operations.

EDUCATION

- Bachelor of Science - (Indiana University)

SKILLS

Medical Office, Problem-solving skills, Computer skills, Medical Terminology.