Robert Smith

Medicare Enrollment Specialist

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SUMMARY

Friendly and enthusiastic Medicare Enrollment Specialist with 7 years of specialization in Medicare and General Customer Service. Able to learn new tasks quickly and proficient in growing key customer relationships. Represent establishment with friendly, professional demeanor at all times.

SKILLS

Medical Technology, Medicare, Communication Skills.

WORK EXPERIENCE

Medicare Enrollment Specialist

ABC Corporation - August 2012 – December 2015

- Used computers for various applications, such as database management or word processing.
- Created, maintained, and entered information into databases.
- Completed forms in accordance with company procedures.
- Located and attached appropriate files to incoming correspondence requiring replies.
- Escalated calls to supervisor when necessary and appropriate
- Provided feedback reports on call issues related to downtime and/or training issues.
- Able to work autonomously and produced standard documentation that can be used for product development, solution delivery, and sales activities.

Medicare Enrollment Specialist

Delta Corporation - 2013 – 2018

- Researched, analyzed, and resolved membership applications and/or electronic enrollment reports to ensure timely and accurate processing.
- Initiated, researched, and responded to member inquiries via telephone and/or written correspondence.
- Analyzed and reconciled various types of Accounts Receivable (AR) related to enrollment processing that was submitted via check or Electronic Funds.
- Medicare Enrollment and Processing Enrolling, terming and reinstating insurance plans through TPX Verifying supplemental insurances Entering and.
- Responsible for processing creditable coverage attestations position handled delicate customer information, and it was a responsibility to keep.
- Provided the perfect experience through quality customer service interactions role served Medicare recipients by placing outbound calls to verify.
- Processed Medicare applications within the Federal Medicare Guidelines Research and repair errors associated with applications to allow timely.

EDUCATION

High School Diploma - (Pleasure Ridge Park High School - Louisville, KY)

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