



**POSITION:** Billing & Enrollment Specialist

**DEPARTMENT:** Operations

**LOCATION:** Salem, Oregon

**JOB CLASSIFICATION:** Hourly / Non Exempt

**Position Summary:** The Billing & Enrollment Specialist is responsible for accurately and efficiently processing enrollments, dis-enrollments and other status changes according to company policies and procedures and in accordance with CMS guidelines and restrictions. Must have a working knowledge of all CMS requirements for enrollment and disenrollment requirements.

**Reporting Accountability:** This position reports to Director of Billing and Enrollment

**Primary Role and Responsibilities:**

- Ensure timely and accurate processing of all Enrollments, Dis-enrollments and member changes as defined in Chapter 2 of the CMS MMCM and Billing and Enrollment Policies and Procedures
  - Retrieve electronic enrollments
  - Accurately and efficiently input data into EAM (Enrollment Administration Manager)
  - Process TRR reports
  - Reconcile various member enrollment reports
  - Conduct LIS pre-check and reconcile discrepancies
  - LIS Match rate
- Answer phones and respond to member requests
- Research information to maintain updated records of members; process return mail as required
- Review all systems, EAM-CIM-MedImpact, to assure that all information in all systems is correct
- Update member information as necessary
- Update COB, Hospice, and TPR information

**Professional Competencies:**

- Strong working knowledge of systems applications and interface
- Advanced level Microsoft software
- Exhibit strong organization skills
- Work self-sufficiently and be self-directed
- Display practical judgment
- Interface effectively between staff, management and executive levels
- Communicate decisions diplomatically
- Work with a high level of accuracy and attention to detail
- Knowledge of CMS guidelines for eligibility

**Preferred Experience:** Two to four years related experience

**Preferred Education and Training:**

- Associates Degree in Computer and/or office systems preferred.
- High School Diploma or equivalency required