



Example of Case Analyst Job Description

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Our innovative and growing company is searching for experienced candidates for the position of case analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for case analyst

- Develop an understanding of complex policy rules and guidelines as defined in the policy provisions and characteristics for all policies issued past and present
- Identify and solving customer information and processing problems
- Apply triage, research, collaboration, and policy knowledge to resolve enrollment and processing issues
- Analyze discrepancies in the eligibility reconciliation process for multiple stakeholders
- Inform consumers of the results of their 1095-A Correction Request
- Gather information from consumers in order to resolve the consumer's Marketplace enrollment issue
- Follow all call scripts, Standard Operating Procedures, and knowledge articles when responding to caller inquiries about enrollment or 1095-A issues
- Manage daily personal voicemail and consumer callbacks
- Explore answers and alternative solutions to consumer issues
- Answer consumer inquiries by researching, locating, providing desired information

Qualifications for case analyst

- University degree in business with a concentration in finance, accounting or economics
- Takes initiative, and acts as a catalyst for program and project execution

- Bachelor's degree in accounting, business, economics, finance, engineering, or related field required
- Support E2E servicing process design in alignment with BPO in specifying business roadmap & related business documentation
- Support Service Catalog Design