Our innovative and growing company is looking for a case analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for case analyst

- Maintain and improve quality results by adhering to standards and guidelines
- Update job knowledge by studying new scripts
- Provide exceptional customer service by displaying empathy, understanding and compassion
- Responding to complex questions relating to program eligibility, plan enrollment, and other policy-related issues
- Review Marketplace cases escalated due to complex and multiple policies or issues
- Provide peer review
- Summarize and present case findings to both internal and external stakeholders
- Respond to complex questions relating to program eligibility, plan enrollment, and other policy-related issues
- Review regulations and other policy documents from Centers for Medicare & Medicaid Services (CMS) to assess impact to business operations, including processes and communications
- Delivering timely and accurate research, creating and maintaining appropriate KYC records in the Database

Qualifications for case analyst

- Support the introduction and the utilization of HR Servicing Technology

- Manage projects according to project management methodology (PMM) if needed to follow-up on rolled-out projects to ensure sustainable support and service structure
- Support BPOs assuming organizational change management responsibilities for process roll-outs and business acceptance in the area of responsibility
- Train user community on new functionalities, new servicing processes and new guidelines in alignment with BPO
- Organize and ensure Service Rehearsal Testing (SRT) is performed for new projects and functionalities
- Ensures business verification is performed for new and significantly enhanced servicing processes – special focus on functionality meets business expectations