



Example of Case Analyst Job Description

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Our company is looking to fill the role of case analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for case analyst

- Analyst will be responsible for making outbound calls to gather additional information inform the consumer of the decision on their case
- Open complaint files and enter complaint data on the Salesforce and SharePoint applications within established guidelines for quality and timeliness
- Upload and organize relevant documents in electronic complaint files
- Processing of data requests, services, calendaring of key dates, and submit filings
- Analyze, review and monitor regulatory materials for organization, clarity, consistency, and timeliness in order to meet regulatory deadlines and legal requirements
- Create and maintain various detailed records for tracking purposes and stats
- Review, monitor, and analyze regulatory agency decisions, rulings, and orders for key dates and legal requirements
- Assisting the team and/or attorney in preparation for hearings, which includes but not limited to, identifying, organizing, printing and transmitting all necessary documentation
- Analyze, prioritizing work among administrative and clerical resources by arranging for additional manpower of outside vendors and/or overtime as required to meet schedule and resolve administrative problems
- The selected candidate may eventually be expected to fly to San Francisco, Sacramento or Washington DC to assist with hearings, which includes maintaining detailed indices, communicating schedules, preparing hearing notes, keeping cross exam times, and other miscellaneous duties

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- Knowledge or experience in pensions
 - Six (6) years of business or data analysis experience
 - Assisting individuals with enrollment into health insurance coverage, working with in-person assisters, or researching Marketplace eligibility and enrollment processes and policies
 - 3 or more years of experience working with consumers in the Marketplace or other health insurance programs such as Medicaid and the Children's Health Insurance Program
 - Advanced breadth and depth of experience working with diverse populations and or non-native English speaking persons
 - Working directly within the health and human services industry at the community level