



# Example of Enrollment Manager Job Description

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Our growing company is hiring for an enrollment manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for enrollment manager

- Oversight of Medicare Advantage and PDP enrollments, plan changes, disenrollments, denials, cancellations, and incomplete requests
- Directing the research and disposition retroactive enrollment and enrollment cases that derive from Reconciliation reporting, Account Management, CTM, Grievance, Pharmacy (PDE), Medicare Operations, Member Services, and Premium Billing
- Creating and monitoring operational process controls and initiating all resulting corrective actions necessary
- Identifying and managing operational process and quality improvements to optimize performance and administrative cost
- Maintaining effective internal controls over the processes and transactions under areas of responsibility
- Leading or participating in both internal/external workgroups/committees
- Managing, developing and training staff
- Serve in a face out role to represent Benefits Quality / BPQM to Sr
- Lead the flawless execution of strategy to improve NPS, reduce claim / administrative rework by initiating improvements to address gaps
- Defining On-boarding enrollment and CMS within its Value Based Care portfolio, the core of such enrollment and content offerings requires an enterprise content management system

## Qualifications for enrollment manager

- Must be able to work a 5 day week, 8 hour shift, any time between office hours of operation
- 10+ years of Medicare/Medicaid operations experience, including Medicare enrollment processing and/or Membership Reconciliation
- Strong knowledge of Appeals
- Experience with Managed Care and Appeals
- 3+ years recruiting students for Graduate school