



Example of Enrollment Specialist Job Description

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Our company is searching for experienced candidates for the position of enrollment specialist. 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 specialist

- Assist members with issues related to EB linkages and accessing services and document issues so that trends and systemic issues can be tracked, reported, and resolved
- Process disenrollment requests
- Work duplicate member reports
- Process Post-90 Day Transfer Requests
- Serve as liaison with the HL plans, MMIS, Eligibility and System staff to address questions and complaints related to linkages
- Prepare, process and maintain new and existing member enrollments and or disenrollment records
- Reports to and works with the Director of Clinical Operations on an ongoing basis
- Provide a report to the Director of Clinical Operations on the enrollment activity completed each day and identify activities anticipated for the upcoming office days
- Support the client point of contact
- Provide initial training to the practice personnel as agreed upon with the Director of Clinical Operations

Qualifications for enrollment specialist

- Previous experience working with a database (EMR system, HRIS)
- Demonstrated ability to research and resolve complex issues

- Previous sales experience with proven record of achievement preferred, phone sales experience is a plus
- Solutions oriented with strong follow up ability