

Enrollment Associate

Position Title: Enrollment Associate
Position Type: Full Time
Location: Westminster, CA or Arcadia, CA
Reports To: Enrollment Manager

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit **CleverCareHealthPlan.com**.

Functions & Job Responsibilities

- Responding to internal and external customer inquiries
- Addressing and resolving issues, questions and/or concerns regarding enrollment through claims, call tracking, or e-mail.
- Creating and maintaining records in the eligibility transactional system
- Entering enrollment applications into the company's database system
- Process enrollment and dis-enrollments
- Verify enrollment status with clients
- Research and resolve enrollment system rejections.
- Works with colleagues to resolve exceptions and takes appropriate action to ensure members are properly enrolled.
- Maintain records in the enrollment database.
- Manage and maintain member eligibility change data
- Conducts daily and monthly reconciliation of files
- Verifies accuracy of entered data against sourced documents
- Performs other duties as assigned.

Qualifications

Education/Experience

- Associate's Degree or equivalent combination of education and experience
- 1 Year Experience with data entry and use of Microsoft Office
- 1-3 years in Medicare Managed Care Preferred

Knowledge/Skills/Abilities

- Knowledge of Medicare guidelines a plus
- Must be well-organized and detail orientated.
- Professional demeanor, with strong and excellent customer service skills.
- Strong data entry skills (55 wpm preferred)

- Proficient in Microsoft Excel and Word
- Fast-learner
- Ability to work in multiple computer systems
- Ability to enter and retrieve data using standardized keyboard functions
- Ability to read and interpret technical procedures or government regulations
- Ability to write basic correspondence and perform basic arithmetic
- Adaptability to change

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.