



A Turn For The Better

AN EQUAL OPPORTUNITY EMPLOYER

## Job Description: Billing and Enrollment Associate

### Job Summary

The Billing and Enrollment Associate is responsible for creating and maintaining participant enrollment and performing monthly billing functions for designated employer benefit plans.

### Supervisory Responsibilities

None

### Reporting Structure

Reports to the B&E Supervisor.

### Job Logistics

Hybrid

### Duties/Responsibilities

- Process additions, terminations and changes to participants of our client plans via file transfer, our claims system, or manual entry in compliance with group plan document
- Produce and mail client letters, reports to employers or participant
- Communicate eligibility information with other internal departments
- Update COB data obtained through mailings, new enrollee information, or updates received via mail, email or fax
- Update Student Status information
- Identify Max age dependents
- Update Rx eligibility information in Rx Software systems lacking electronic interface
- Rx eligibility audit quarterly
- Occasional attendance of Company sponsored events or off site health fairs during or after regular work hours
- Process or request manual terminations if needed in PBM system
- Answer inquiries regarding billing/eligibility from internal and HR/Brokers/Vendors
- Set up and make changes as needed to group payables in Claim Pro
- Fund weekly/monthly payables in Claim pro and email back to vendors
- Process Monthly invoice in Claim Pro and save to S drive to upload
- Calculate and process monthly fee checks
- Process COBRA additions, terminations and changes
- Exhibit strong multitasking, organization and planning, and time management skills
- Exhibit superior communication skills both written and verbal



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**Intention:** This position may be responsible for processing COBRA continuation of benefits for our self funded groups when the transition from our billing system to our claims system is complete (eta: late summer/early fall)

SUMMARY OF QUALIFICATIONS	Required	Preferred
Education		
High School Diploma or equivalent	X	
Bachelor's degree in business related field		X
Certification	NA	NA
Continued independent professional learning	X	
Experience and Skills (list specific skills and years of experience if applicable)		
2 years Management experience	NA	NA
2 years accounting experience	NA	NA
Experience using Performance Management to motivate teams	NA	NA
Experience exercising critical, independent, judgment and decision making to reach solution-based outcomes	X	
Microsoft Office Skills – Outlook, Excel, Word	X	
Microsoft Office Skills – PPT, SharePoint, OneNote, OneDrive		X

SUMMARY OF QUALIFICATIONS	Required	Preferred
Experience communicating information both orally and written to internal and external customers of all professional levels	X	
Experience leading teams in multiple companies		X
Experience meeting multiple tight deadlines	X	
Physical Requirements		
Ability to lift 30 pounds		X
Ability to sit for multiple hours	X	

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