



POSITION: Enrollment Process Supervisor
DEPARTMENT: Operations

JOB RESPONSIBILITY SUMMARY:

The Enrollment Process Supervisor is responsible for ensuring that all enrollment EDI (834) data is managed and processed accurately and timely. Serve in a supervisory role in providing expertise to the team in areas of eligibility administration and customer service.

ESSENTIAL FUNCTIONS:

- Lead the team in executing procedures related to overall enrollment and eligibility processes to produce accurate, timely and consistent results
- Act as the EDI 834 SME within the organization for all in-bound and out-bound enrollment files
- As the *eligibility liaison*, work collaboratively with other CDB departments and external partners ensuring accurate enrollment data is received and entered into our eligibility system appropriately and timely
- Provide consistent follow up with team members to establish and clarify productivity expectations, ensuring that high production and quality are met
- Train team members on overall eligibility processes ensuring sufficient backup when necessary
- Manage ID card generation, creation and downloading of eligibility extracts for Group Operations' internal/external partners
- Monitor the web enrollment processes
- Manage and maintain the plan building in enrollment platform
- Create plan codes and maintain plan code table
- Audits 834, PBM, Medicare 111 file output for accuracy
- Meets quality and turnaround time metrics for processing web, email, & 834 file changes.
- Role Model for the Custom Fundamentals, integrating into the daily work.
- Supervises team in a flexible (remote and on-site) work environment.
- Continuously monitor work flow processes making recommendations for change ensuring 'best practice'
- Address customer concerns/complaints when necessary
- Participate in internal meetings, project meetings, and external meetings with vendors and Clients when necessary

ESSENTIAL SKILLS AND EXPERIENCE:

- High school diploma or equivalent
- Minimum 2 – 3 years working with EDI 834
- Strong working and technical knowledge of EDI 834 transactions
- Advanced analytical, problem solving and decision-making skills
- Strong customer focus and sense of urgency
- Excellent communication (both written and verbal) and interpretation skills
- Ability to work in a team environment

Qualified candidates should send a cover letter, resume and salary expectations to careers@customdesignbenefits.com.