



February 26, 2019

We have an opening in the Cincinnati office for an Enrollment and Billing Manager. They will report to the Vice President and Chief Operations Officer. This is an exempt position.

The overall scope for this position will be to coordinate, manage and supervise activities associated with the enrollment and ongoing maintenance of groups and individuals covered by the Dental Care Plus Group's commercial products.

Responsibilities will include (but not be limited to)

1. Recruit, develop and retain a highly competent, customer-oriented staff; periodically evaluate the developmental needs of employees and provide coaching that is specific and behavioral focused.
2. Oversee and administer performance management activities for all Enrollment & Billing Specialists, including performance evaluations and disciplinary action. Perform audits of work to assure accuracy and conformance with policies and procedures.
3. Plan, schedule and direct the activities and responsibilities of Enrollment & Billing Specialists. Develop and implement training programs to assure flexibility and cross-training.
4. Promote effective communication techniques between Enrollment & Billing and other departments including Sales & Established Business, Information Technology, Finance, and Claims & Customer Service to assure adequate flow of information. Proactively communicate with all stakeholders in a professional, efficient manner.
5. Oversee the setup of new and returning groups into the aQDen system.
6. Monitor and direct the procedures and operations associated with all enrollment processes, including generation of premium invoices and self-funded claims invoices.
7. Develop and implement record keeping systems, forms, policies and procedures related to the open enrollment of group members and the daily maintenance of enrolled individual members.
8. Identify and resolve problems and inconsistencies pertaining to enrollment activities; recommend appropriate corrective actions.
9. Recommend changes in methods, procedures and internal controls to improve the efficiency of the Enrollment Department; oversee implementation of changes when appropriate.
10. Assist in the testing of new products and software updates in the aQDen software system related to enrollment and billing activities. Implement and monitor training programs for departmental staff related to those new products and software updates.
11. Coordinate and test processes for groups implementing enrollment through Electronic Data Interchange (EDI).
12. Monitor and report any issues related to the web based group portal, group administrator portal and the individual product portal. Coordinate and assist in the testing of updates to those portals.
13. Coordinate and communicate enrollment policies, procedures and practices to DCPG department heads, employees, vendors, reporting agencies, brokers and customers.
14. Address individual customer and group concerns and complaints and makes necessary adjustments.
15. Audit enrollment of customers and groups identified as needing special attention.
16. Performs other duties as assigned.

The qualified candidate should have the following credentials

1. High school diploma or equivalent; post-secondary education preferred.
2. Three to five years enrollment and/or billing experience, preferably in the insurance industry
3. Three to five years supervisory experience preferred.
4. Strong written and verbal communication skills.
5. Proficient computer skills including MS Word and Excel.
6. Willingness to travel; some overnight, as needed.
7. Ability to prioritize assignments and projects in order to meet deadlines.
8. Demonstrate an understanding of the health insurance industry.

This is a unique opportunity to contribute to the growth and development of an industry leader. The Dental Care Plus Group offers a great work environment, excellent benefits, and opportunity for professional and financial growth.

All interested candidates may submit a confidential letter and resume, specifying your experience, qualifications and salary requirements to Mr. Tim Eveslage at 100 Crowne Point Place, Cincinnati OH 45241 or jobs@dentalcareplus.com