



April 9, 2019

We have an opening in the Cincinnati office for an Enrollment and Billing Specialist. The position will report to the Manager of Enrollment and Billing. This is a nonexempt position.

The position has responsibility for preparation and input of open enrollment transactions and ongoing maintenance of group enrollment records for individuals covered by the Dental Care Plus Group's commercial products. Participates in and contributes to the testing and implementation of electronic enrollment files.

Responsibilities will include (but not be limited to)

ENROLLMENT & BILLING

1. Performs work in the DCPG Enrollment and Billing Department following the established policies of DCPG.
2. Participates actively in enrollment & billing processes and operations as assigned. Functions of the department include, but are not limited to:
 - a. ID Card fulfillment process
 - b. Setup of new employer groups in the aQDen system
 - c. Setup and testing of new electronic enrollment files
 - d. Generation and distribution of premium invoices and self-funded claim invoices
 - e. Audits and reconciliation of group accounts
 - f. Testing of software updates to the aQDen system
3. Acts as the liaison to employer groups and brokers regarding enrollment & billing questions and concerns. Maintains relationships with those stakeholders and communicates in a professional, efficient manner.
4. Processes new group enrollments received via paper and electronic means (EDI).
5. Handles ongoing maintenance of new enrollments, changes and terminations of enrollment records for existing groups.
6. Maintains DCPG's online Secure Messaging System for employer groups.
7. Monitors transactions made via the Group Member Portal and assists employer groups and brokers with any issues related to the portal.
8. Recommends changes in methods or procedures to increase the efficiency of the department.
9. Identifies and resolves problems and inconsistencies and suggests appropriate corrective actions.
10. Addresses member and group concerns and complaints and makes necessary adjustments.

MISCELLANEOUS

1. Audits enrollments of customers identified as needing special attention.
2. Performs other duties as assigned.

The qualified candidate should have the following credentials

1. High school diploma or equivalent.
2. Three to seven years related enrollment and/or billing experience preferably in the insurance industry.
3. Excellent oral and written communication skills.
4. Strong computer skills in MS Excel, Word and Outlook.

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