



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,
INCLUDING ALLIANT HEALTH PLANS
JOB DESCRIPTION**

JOB TITLE:	Enrollment & Billing Representative	LOCATION:	Dalton, Georgia
DEPARTMENT:	Enrollment/Billing	REPORTS TO:	Director of Finance

Job purpose

The Enrollment & Billing Representative is responsible for the accurate enrollment and billing process for individual and group health insurance policies. Maintains related documents, updates corresponding records and is responsible for responding to enrollment and billing queries based on defined policies and procedures.

Duties and responsibilities

- Processes enrollments from a variety of sources, including paper enrollment, emailed and faxed enrollments, and electronic (834) enrollments.
- Processes billing, invoices, invoice corrections, and payments for individual and group plan members
- Processes terminations for non-payment according to Alliant policies and procedures
- Researches and responds to appeals, HICS tickets, DOI complaints, and other grievances related to eligibility, enrollment, and billing.
- Uses defined process and procedures to update and reconcile enrollment and billing data.
- Responds to questions and concerns from internal and external parties.
- Researches and resolves basic enrollment and billing related issues.
- Other duties as may be assigned

Qualifications

- High School Diploma or Equivalent. College coursework in business, health administration or related field preferred.
- One to three years' general work experience
- Minimum of 1 year of health plan experience preferred
- Familiarity with insurance terms and concepts
- Intermediate skill with Microsoft Excel and Word

Competencies

- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner



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- **Computer skills** - Skilled with computers, takes advantage of new technology, learns new tools quickly, uses technology to enhance job performance
- **Decision making** - Able to reach decisions, takes thoughtful approach when considering options, seeks input from others, makes difficult decisions
- **Dependability** - Completes job assignment and projects with minimal supervision. Meets schedules and deadlines.
- **Initiative** - Takes action, seeks new opportunities, strives to see projects to completion
- **Job knowledge** - Knowledge of products, policies and procedures; OR knowledge of techniques, skills, equipment, procedures, and materials.
- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives.
- **Quality** - Strives to eliminate errors, accurate work is a priority, seeks opportunities to improve product/services

Physical, Mental, Environmental & Working Conditions

Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Needs flexibility and adaptability to change. Candidate must be self-disciplined and a self-starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.

Direct reports

N/A

Version:	Owned By:	Executive Review/Approval:	Date:	Choose One:
1.0	Human Resources	Mark Mixer, CEO Amanda Reed, COO Joe Caldwell, CFO Wes sanders, Director of Finance	08/15/2017	Initial - Review Only - Revised Initial