



Company: eRx Network, LLC
Job Title: Full-time Enrollment Specialist
Department: Enrollment
www.ernetwork.com

About eRx Network

eRx Network is a premier provider to the U.S. pharmacy industry of a secure, reliable and performance oriented network for e-commerce applications. eRx Network provides a number of productivity enhancing services including fast, secure switching of third party claims, eligibility services, and value proven pre- and post- editing, claims reconciliation, resubmission services, electronic prescribing solutions, Medicare/Medicaid DME billing, Medicare Flu billing, Medicare denial management services, and Medicare/Medicaid eligibility verification.

Position Summary

The main duty of an Enrollment Specialist is to enroll new and existing customers with eRx Network services. This should be done in a manner consistent with departmental policies and procedures. Additional responsibilities may include data entry and/or various side projects assigned by the Team Leader or management.

Key Responsibilities

- To monitor incoming e-mail requests and to create & update salesforce cases in a manner consistent with department protocol.
- To enhance customer satisfaction through the enrollment process by providing consistent, high-quality experiences to the customer and all involved departments.
- To create and update customer records with new or changing services and demographic information.
- To organize personal resources for easy access and future reference.
- To continue the pursuit of one's own personal education regarding payer policy and eRx Network applications.
- To complete any assigned tasks in a thorough and detail-oriented manner.
- To escalate customer-level issues in a manner consistent with department protocol.
- To contribute to the growth and development of the Support Department by identifying any possible areas of needed improvement and adapting to any changes.

Experience and Skill Requirements

- Ability to multi-task.
- Strong verbal, written and organizational skills.
- Proficient with the Microsoft Office Suite.
- Ability to learn to use new software.
- Ability to function independently as well as in a group.
- Ability to sit in front of computer for long periods.

Benefits

eRx provides a challenging work environment, competitive salary, paid time off, 401K program with a generous employer match, health, dental, short-term and long-term disability insurance, life insurance coverage, a flexible spending account, paid parking and more.

*eRx Network is an equal opportunity employer.

Interested candidates should email a resume to kim.killian@ernetwork.com
Please include the job title in the subject line of the email.