

Case Manager – Bilingual Active Care Management (ACM)



ACM works with some of Canadian's largest insurers and prestigious brands and we are looking to complement our dedicated, goal-oriented team. We are seeking driven, career-minded individuals to fill several positions within our growing company. We offer a competitive salary and potential for growth. At ACM, *"It's About People"* and we invest in you by providing full training and opportunities for advancement.

Email us your cover letter and resume in either Microsoft Word or PDF format to hr@active-care.ca. Please quote the job title in the subject line.

Case Manager – Bilingual

You're driven, an awesome communicator and a have medical background. You're an organizational hero. You thrive under pressure and are ready for any challenge that comes your way. Active Care Management, a division of Cypher Systems Group, is a global leader in travel medical assistance.

What you'll do:

- Monitor hospitalized and outpatient clients, update case notes and keep record of decisions and cost to dates.
- Provide accurate and complete information to identify solutions to customer, health care facility/provider, and insurance partner inquiries by utilizing appropriate insurance policies and reference material.
- Work with the medical team to review clinical information and set objectives to meet the needs of the client/insurer.
- Provide emotional support to families in need to assist them in coping with a difficult situation.
- Initiate and coordinate medical patient transfer to promote client safety and contain costs.
- Identify solutions to customers/facilities/providers issues, inquiries by providing accurate, reliable and complete program information.

Your skills and training:

- University Degree/College Diploma
- Post-Secondary education or certificate/college diploma in medical terminology or real world equivalent practical experience (preferred).
- Excellent written and verbal communication skills with proven ability to communicate medical terms/concepts to diverse groups, including medical professionals and the general public.
- Able to work independently or in a team.



- Excellent organizational and time management skills.
- Strong interpersonal skills - patient, calm and controlled demeanour.
- Computer skills (Windows, Excel, data entry).
- Good understanding of world geography and current events.
- Able to handle fluctuating work volumes in a fast-paced, customer-focused environment.
- Able to work various shifts and days of the week as required.
- Fluent in English and French
- Other languages an asset

Note: Only applicants selected for an interview will be contacted.

If you require assistance or accommodation during our recruitment process, please notify Human Resources so that we can review and consider how we may be able to assist you based on your individual needs.



CSG is a leading strategic oversight company responsible for an exciting and divergent group of companies. We are involved in a variety of industries including property casualty insurance, global medical assistance, claims and adjudication, software application development and service, as well as sports and real estate development.

