

Medical Facilitator

Active Care Management (ACM)

www.active-care.ca



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.



Active Care Management (ACM) has been providing worldwide medical case management, medical assistance, claims processing, and cost containment services to the insurance industry, and third-party administrators, for almost two decades. ACM is a global leader in the administration of group insurance, expatriate and travel insurance programs. ACM's head office is located in Windsor, Ontario, and our regional office is located in Laval, QC.

The Role

The Medical Facilitator role is to assist the Assistance team, who provide support to an insured in an emergency situation, by providing access to eligible medical benefits for the lowest practical cost. As well as assist the Claims team who administer the coverage and limits of the policy. This is achieved through:

- Analyze of clinical information and set objectives to meet the needs of the client/insurer
- Case Assessment/Implementation to minimize costs related to location of service (ie: medical transports)
- Identify solutions to customer/facility/provider issues and inquiries by providing accurate, reliable and complete program information
- Using case management software, accurately and concisely document all case and call details and actions taken/required
- Review, analyze and summarize client medical records, including Clinical Documentation, History and Physicals, Past Medical History, Utilization Reports.
- Proactively manage a major case through assessment of the medical episode to:
 - Understand the situation and authorize payment of testing
 - Explain travel insurance policy and it's coverage and limits
 - Determine if a medical repatriation can be arranged prior to surgery

- Cost Containment
- Professional mentorship of Case Management Team
- Related duties as assigned

Skills and Requirements

- University Degree/College Diploma in Nursing (preferred) or equivalency medical training
- Current license in good standing with the College of Nurses of Ontario (if an RN)
- Membership with RNAO (if an RN)
- Possess basic computer skills (Windows, Excel, typing)
- Handle/communicate and exchange sensitive and confidential information in a professional manner.
- Excellent self-management skills.
- Adapt to on-going change.
- Ability to handle fluctuating work volumes in a fast paced, customer focused environment.
- Ability to work independently or in a team environment.
- Excellent communication skills, both verbal and written.
- Strong interpersonal skills - patient, calm, demeanor.
- Excellent organizational, time management, analytical and follow-up skills.
- Ability to work various shifts and days of the week.
- Familiarity with customer service environment.
- Basic understanding of travel insurance, insurance terminology and case management.
- Basic understanding of US medical system.
- Experience working in a customer service environment.
- Communicate with Supervisors and peers by telephone, in written form or in person.
- Interpret and evaluate diagnostic tests to identify and assess client's condition.
- Access to internet.

To apply, email your cover letter and resume in either Microsoft Word or PDF format to hr@cyphersystems.com. Please quote the job title in the subject line.

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.