



CMN Inc. (CMN) is the rapidly growing Canadian division of Europ Assistance (www.europ-assistance.com), which is a global firm with over 5,000 employees. CMN has been in Markham for over 10 years, and serves international health insurance companies and governments.

CMN provides medical case management, claims processing and manages its own PPO network to discount US medical claims and has grown from 40 employees in 2005 to over 160 currently. Providing excellent service and communication to our clients is crucial to our customers' success.

With the growth that CMN is experiencing there is a requirement for another **Claims Customer Service Representative - Bilingual** to work with an international client group. Please see us at www.cmn-global.com to see how we help patients, reduce health costs and maintain a strong employee culture.

Responsibilities:

- Answers customers' questions regarding claims status and liaise with the other staff in resolving the received enquiries.
- Interacts with customers by phone or in person to ensure the delivery of efficient, effective, courteous service.
- Receives and processes customer data, report information and maintains the claims complaint log.
- Handle complaints concerning claims or services rendered and refers complaints of service failure to appropriate departments for investigation.
- Coordinates customers' service needs with other departments as required ensuring proper delivery of the services.
- Handles correspondence with the providers and members.
- Maintains all performance standards.

Required Skills:

- Good oral and written communication skills
- Bilingual – English and French
- Excellent computer skills
- Attention to detail

Assets:

- Experience in Insurance industry
- Experience in Travel industry
- Experience with United States Medical system

If you want to be part of an international success story and you are able to make a difference than we wish to hear from you. Please apply to Human Resources at hr@cmn-global.com. Please note Claims Customer Service Representative in the subject line. Only candidates selected for an interview will be contacted.