



Career Opportunities

Travel Claims Supervisor

CMN Global Inc. (www.cmn-global.com), a Europ Assistance Group company (www.europ-assistance.com), is a global firm with over 7,000 employees. CMN has been in Markham area for over 10 years, and serves international health insurance companies by managing medical treatment provided in the US and Canada.

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 200 currently. Providing excellent service and communication to our clients is crucial to our customers' success.

CMN invests in their staff; see a list of some of the benefits that we provide our staff:

- Comprehensive group benefits plan
- Recently implemented wellness plan
- Group RRSP
- Free parking

With the growth that CMN is experiencing, there is a requirement for a **Travel Claims Supervisor** to work with our international clients. Please visit us at www.cmn-global.com to see how we help patients, reduce health costs and maintain a strong employee culture.

Duties:

- Selects, trains and develops an effective high performing team of claims adjusters under general Claims and Repricing management direction.
- Familiarize self with system functionalities and overall claims process to be able to understand and assist in any changes or modifications.
- Development, update and implementation of Policies & Procedures which are in line with the end-to-end process view of the department.
- Understands industry coding/billing standards.
- Monitor operations and staff performance makes changes in methods, procedures, and structure to optimally utilize resources when necessary.
- Communicate frequently with other supervisor, managers, examiners, claimants, insured, and providers to facilitate proper claims settlement.
- Supervise and coordinate activities of staff in claims department including task assignment, performance management, coaching and recruitment in conjunction with the Operations Manager and the Director, Claims and Repricing and Human Resources.
- Accountable for preparing analyzing and reporting on and maintaining quality and turnaround time standards.
- Responsible to continually improving team productivity.

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- Work with staff to ensure accurate adjudication against eligibility, policy, medical necessity, authorized services, and usual and customary changes.
- Assist on new client implementation projects to refine work flow and train staff.
- Assist client leads on team with escalated client issues.
- Reviews large and complex claims flagged in the system.
- Act as a resource person for claims staff on process, systems, and adjudication.
- Assist Operations Manager and Director, Claims and Repricing in the implementation of departmental improvements.
- Collaborate and communicate with all clients, colleagues and members of the leadership team to identify potential risk factors, validate information, and design strategies in support of client or company initiatives.
- Manage difficult or emotional customer situations.
- Respond promptly to customer needs and solicits customer feedback to improve service.
- Generate new ideas, translate them into plans and actions and facilitate their implementation.
- Responsible for development and testing the claims processing system, including the “Rules” applied by the system.
- Initiate required forms, letters and/or policies to comply with organizational guidelines and initiatives.
- Work in a team environment to ensure support of others based on workloads, knowledge/expertise and previous experience.

Qualifications:

- Minimum of 2 years supervisory experience in a health/travel claims environment, preferably dealing with US medical claims.
- Minimum 10 years of insurance industry experience with strong adjudication experience.
- Post secondary education or equivalent.
- Strong analyzing skills.
- Passion for leading a team to higher performance.
- Strong communication and coaching skills.
- Organized and detail oriented.
- Excellent problem solving and interpersonal skills.
- Passion for ensuring quality work and comfort with MS Excel, reports and Queries

Assets:

- LOMA/LIMRA designation an asset.
- EDI experience an asset.
- Experience in Travel industry.
- Experience with United States Medical system.
- Ability to speak multiple languages – primarily French and/or Spanish.

If this describes your skills, please apply by submitting your resume with cover letter to: hr@cmn-global.com. Please indicate the job title **Travel Claims Supervisor** in the subject line or fax your resume to: **905-669-2318**.