



Career Opportunities

Nurse Case Manager

Does it appeal to you to work full time for a rapidly growing Canadian company that is on the leading edge of the managed care industry in North America? Are you interested in applying your medical background in an office environment assisting in the management of health care for individuals traveling abroad? CMN Global Inc. is hiring **Nurse Case Manager** to provide additional in office and remote coverage in conjunction with our Case Management team.

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
- Group RRSP
- Recently implemented wellness plan
- Free parking

Please see us at www.cmn-global.com to see how we help patients, reduce health costs and maintain a strong employee culture.

Responsibilities:

- Coordinate patient care and medical treatment by steering patients to appropriate network facilities where appropriate
- Provide medical management oversight to non-Nurse Case Managers
- Interact with other Case Management and Claims staff to ensure excellent service
- Review medical facts to determine if the treatment is emergent vs. non-emergent care, fitness to travel, and travel recommendations
- Handle pre-certification of applicable cases to providers
- Book appointments, assisting with accommodation and transportation when necessary
- Send benefit letters with network affiliation indicating the length of stay and the procedures that have been approved where required

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- Ensure care/treatment plans are appropriate for patients' medical conditions
- Ensure coordination and communication of all relevant medical and benefit information is relayed quickly to key stakeholders (insurance companies, patients and families, medical providers)
- Provide reports to clients
- Manage a case from inception through to the final billing of claims
- Liaise with the patient, the insurance company and the hospital with regards to the patient's care
- Responsible for rotational nurse-on-call Assists with document package preparation, where applicable.

Requirements:

- Registered Nursing degree and in good standing with the College of Nurses
- 2+ years nursing experience in a hospital or clinical setting
- Excellent working knowledge of computer programs and office equipment
- Exemplary verbal and written customer service skills

Assets:

- Experience in Travel or Major Medical Insurance industry
- Experience with United States Medical system
- Previous Case Management experience
- Ability to speak multiple languages – primarily French and/or Spanish

If you want to be part of an international success story and you are able to make a difference, then we want to hear from you. Please apply by submitting your resume with cover letter explaining why you are interested in this position to: hr@cmn-global.com. Please indicate the job title **Nurse Case Manager** in the subject line or fax your resume to: **905-669-2318**.