



Career Opportunities

Provider Relations Representative

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

With the growth that CMN is experiencing, there is a requirement for a **Provider Relations Representative** to work with our international clients. Reporting to the Chief Network Officer, the Provider Relations Representative is accountable for developing and maintaining positive working relationships with service providers (healthcare, home maintenance and otherwise).

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

Duties:

- Manages provider contracts by ensuring all credentialing documentation is received and documented.
- Manages and nurtures relationships with existing and potential providers.
- Manages the provider relations database.
- Develops leads based on corporate objectives or geographic area as assigned.
- Evaluates or monitors contract performance to determine necessity for amendments or extensions of contracts, and compliance to contractual obligations.
- Ensures all providers have formalized and accurate contracts.
- Utilizes problem solving skills and negotiating techniques to resolve conflict issues.
- Communicates with Senior Manager as appropriate for problem solving, direction and planning, as well as knowledge issues.
- Works in a team environment to ensure support of others based on workloads, knowledge/expertise and previous experience.
- Adheres to all policies and procedures as outlined in the Employee Handbook and client specific protocols.
- Performs all work in a PIPEDA and HIPAA compliant manner.
- Works in compliance with the Occupational Health and Safety Act and related legislation.
- Other related duties as assigned.

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Qualifications:

- Minimum 2 years of relevant health care and/or insurance experience.
- Superior oral and written communication skills.
- Excellent computer skills.
- Diplomatic.
- Enthusiastic and empathetic.
- Direct and task oriented.
- Assertive and determined.
- Ability to work with minimal supervision.
- Ability to work with different cultures.
- Periodic car and air travel.
- Ability to work in different time zones (not necessarily an 8:00am - 4:30pm local time position).
- Multilingual - Portuguese, Arabic, Punjabi.

Assets:

- Experience in Insurance industry.
- Experience in Travel or Major Medical industry.
- Experience with United States and International Medical systems.
- Multi-lingual in addition to required languages. French and/or Spanish an asset.

If this describes your skills, please send a resume with cover letter explaining why you are interested in this position to: **hr@cmn-global.com** indicating the job title **Provider Relations Representative** in the subject line or fax it to: **905-669-2318**.