

## Precertification and Case Management Administrator MSH INTERNATIONAL (CANADA) LTD. – Calgary, AB

We are a leading worldwide provider of expatriate insurance solutions. We advise multinationals, international organizations and businesses in the setup of international benefit programs, providing related services with high added value. We cover the risk of health, life, disability, and emergency medical assistance for more than 330,000 insured members by means of our four regional offices (Toronto, Paris, Dubai, and Shanghai); all sharing the same integrated information system. MSH INTERNATIONAL is committed to fostering a workplace that promotes diversity and inclusion and is proud to have a multicultural team of more 60 nationalities speaking over 40 different languages.

### Position Overview

We are seeking a highly motivated Precertification and Case Management Administrator to assist our Medical Team.

### Key Responsibilities

- Preparing and processing precertification requests for all client portfolios;
- Case management process for risk carriers, maternity, ER, check-ups and hospitalization when applicable;
- Processing TTD, LTD, PTD, AD&D, Life and CI claims in its entirety;
- Other duties will include handling insured members' queries related to pre-certifications, providers' inquiries (email, fax, our in-house computer program, workflow & phone), contractual questions, as well as activities related to the management of the portfolio;
- Reviews when required, pending precertification requests and preapprovals. Prioritizes and processes all requests for the North/South American zone and emergency requests for other zones including those received via the after-hours phone.

### Qualifications

- 1-3 years relevant business experience;
- Experience as a Healthcare Claims Administrator;
- Previous experience in the insurance industry;
- Ability to communicate effectively and professionally in English; French would be an asset but not required.

### Required Skills

- Keen attention to detail;
- Ability to multi-task and adapt to various situations;
- Strong organizational skills with strengths in prioritization and efficiencies;
- Strong customer service skills;
- Ability to work within a team environment;
- Knowledge of how to locate and interpret various company health insurance policies;
- Analytical;
- Good listening skills;
- Proactive attitude;
- Ability to sympathize and reassure clients;
- Diplomatic.

### The Benefits

MSH INTERNATIONAL recognizes the hard work and commitment of their employees and offers, in addition to a competitive salary, a comprehensive benefits package, including:

- Health & Drug Benefits
- EAP Benefits
- Life Insurance and Accidental Death & Dismemberment Benefits
- Short Term Disability Benefits
- Deferred Profit Sharing Plan
- Wellness/Health Facility Benefit
- Health Care Spending Account
- Paid sick days
- Paid vacation and flex days

MSH INTERNATIONAL also recognizes the importance of workplace & life balance, offering flexible working schedules.