



Team Leader, Local and Overseas Claims

BF&M Life Insurance Group is seeking an enthusiastic individual to join our Claims team as a **Team Leader, Local and Overseas Claims**.

The Team Leader, Local and Overseas Claims reports to the Claims Manager and has primary responsibility for the effective and efficient day to day operation of the Claims Department. The Team Leader provides direct supervision to staff and liaises with providers, facilities, contractors, off site vendors, IT, operational management, and other departments as required.

Responsibilities include, but not limited to:

- Scheduling and effective application of resources
- Monitoring and adjusting workflow and portfolio management to adjust for variances in claims volumes
- Ensuring Service Levels are met in accordance with applicable Service Level Agreements and Service Charters
- Primary responsibility for the processing of KEMH claims and liaison with that facility.
- Recommending staff performance measures in collaboration with individual staff members and Departmental Management.
- Interaction and communications with providers, clients, BF&M Departments
- Providing leadership and development to claims staff
- Responsibility for the adherence to BF&M and Claims Department policies and procedures
- Assisting claims staff in resolving conflicts arising with internal and external clients
- Clarifying and determining payment of benefits

Qualifications:

- Associate Degree in Business Administration, LOMA/FLMI/ ALMI/FLHC designations or equivalent work experience
- A minimum of five years related work experience
- Experience with claims processing procedures and controls and knowledge of medical coding
- Understanding of fund recovery and anti-fraud concepts
- Understanding of the concepts of Customer Service excellence
- Ability to prioritize, delegate, and meet deadlines
- Strong interpersonal, organizational, and problem solving skills
- Strong communication skills both written and oral
- Working knowledge of MSOffice products such as Word, Excel, and Power Point
- Working knowledge of the AS400 environment would be considered an asset
- Working knowledge of KEMH claims processes and coding would be considered an asset
- Working knowledge of workers compensation, third party accident, death and disability claims processing would be considered an asset

Interested applicants should apply in writing, with references, to:

Vice President, Human Resources

BF&M Insurance Group

P.O. Box HM 1007, Hamilton HM DX

e-mail: bfmjobs@bfm.bm

Deadline for application is October 25, 2012

BF&M is an equal opportunity employer