

STRONG. PROGRESSIVE. GROWING.



TEAM LEADER, CLAIMS

BF&M Life Insurance Company Limited offers a wide variety of Health & Life Insurance products to meet the needs of our individual & group clients. Reporting to the Assistant Vice President, Claims, the Team Leader will provide direct oversight of the Claims Team, ensuring quality service delivery to our clients and healthcare providers.

Primary responsibilities of the role include:

- Direct supervision of the Claims Team, ensuring effective and efficient day to day operations of the Claims function and superior service delivery.
- Providing leadership and development, establishing performance measures in collaboration with Management.
- Monitoring and adjusting workflow and portfolio management to adjust for variances in claims volumes.
- Coaching Claims staff in resolving conflicts arising with internal and external clients.
- Ensuring service levels are met in accordance with applicable Service Level Agreements and Service Charters.
- Responsibility for the processing of KEMH Claims, as primary liaison for BF&M.
- Ensure compliance with Company and Department policies and procedures.
- Clarifying and determining payment of benefits.
- Regular interaction and communication with providers, clients and BF&M departments.

Qualifications & experience:

- Bachelor's Degree in Business Administration or relevant field of study. Professional designations, such as FLHC or FLMI, or progress toward would be advantageous.
- A minimum of five years' related work experience; with 2-3 years' supervisory experience.
- Knowledge of processing procedures and controls and familiarity with medical coding and terminology.
- Understanding of fund recovery and anti-fraud concepts.
- Highly organized, with the ability to effectively prioritize, delegate, and motivate, to meet individual and team objectives.
- Effective communicator with strong writing skills and a professional manner.
- Demonstrated commitment to customer service, with the ability to handle sensitive matters with discretion.
- Working knowledge of MS Office products.
- Understanding of the Bermuda Healthcare environment, with 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.

TO APPLY:

Interested applicants are invited to submit a resume, cover letter and references, to:

Human Resources
Department
BF&M Limited
P.O. Box HM 1007
Hamilton HM DX

Or e-mail:
bfmjobs@bfm.bm

CLOSING DATE:

Monday, 8th November 2016

Headquartered in Bermuda, BF&M is a multi-jurisdiction insurance group with a proud, longstanding heritage. We offer an environment where employees can feel proud to work and have the opportunity to add value and grow while making a meaningful contribution to our community.

