

Claims and Customer Service Manager

Are you a people person? Join a team where people come first.

About Us – A leading regional player in the retail insurance sector, Colonial Group International, with over 300 employees and offices in Bermuda, the Bahamas, Barbados, the British Virgin Islands, the Cayman Islands and the Turks & Caicos Islands, offers a complete range of premier financial and insurance services to our individual and corporate clients. We know that our products make a real difference to our clients and their families.

The Role – You will be responsible for the day-to-day management of the claims and customer service departments ensuring effective and superior customer service delivery.

Primary duties include ensuring claims are processed according to turnaround times, quality and production standards set by the Company, distributing work among the claims and customer service staff, performing all functions related to the processing of manual and electronic claims, reviewing all high dollar claims, reviewing requests for adjustments on prior claim payments, reviewing requests for claim payment exceptions and reporting on claims activity as required, managing client relationships and effective account management and development. Other duties will include, but not be limited to, computer upgrade projects, administration and clerical work, and liaising with other sections as required. Excellent and innovative customer service delivery is important to us, critical to our strategic objective of business retention and growth and applies to all roles across the Group.

The Person – You have a bachelor's degree and minimum of 10 years medical claims management and processing experience, knowledge of claims and fee schedules and at least 5 years' experience managing a customer service call center. A thorough understanding of group health benefits and strong knowledge of and currency with ICD-9 & ICD-10, CPT, ADA, ODA coding and medical terminology is required. You will also have exceptional communication, administrative and organizational skills, proven ability to train, coach and lead a diverse staff and be proficient in the Microsoft Suite of products.

The Benefits – We offer an attractive salary and benefits package.

To Apply – Please send your résumé/cv by no later than February 13, 2019, to our Vice-President, Human Resources at hr_manager_bm@colonial.bm.



COLONIAL

COLONIAL MEDICAL INSURANCE COMPANY LIMITED

Jardine House, 33-35 Reid Street, Hamilton HM 12 tel. 296 3200 www.cgigroup.com

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Insurance, Health, Pensions, Life