



**JOB TITLE: Claims Manager**

**REPORTS TO: General Manager**

**Salary Scale: CI\$80,000 – CI\$95,000 per annum**

Reporting to the General Manager, the Claims Manager will be responsible for ensuring compliance to procedures, proper services, and settlement of claims while actively managing the claims department to achieve quality service to our members and accuracy in claim settlement.

### **DIMENSIONS**

1. CINICO is a government-owned company formed to provide health insurance coverage to civil servants (employees and pensioners) and other residents of the Cayman Islands who historically have had difficulty obtaining coverage through their employer or the private insurance market.
2. The post holder will be responsible for managing day to day workflow of the claims department, monitoring personnel performance training needs and counseling.
3. They will also be required to implement, manage and provide support & expertise to enhance cost mitigating strategies, through comprehensive assessment, planning, and the overall evaluation of claims both local and overseas.

### **PRINCIPAL ACCOUNTABILITIES**

Principal responsibilities include but not limited to the following:

1. The post holder will be responsible for managing the day-to-day claims operations, including claims evaluation; adjudication and customer service in accordance with agreed quality and production standards.
2. Manages staff of claims professionals, which may include a Sr. Claims Administrator, Claims Administrators and administrative support personnel, including the regular and timely evaluation of their performance.
3. Work closely with overseas Third Party Administrators (TPA), to ensure quality management of overall claims processing.
4. Report metrics, and assist senior management in developing and establishing policies and procedures.
5. Investigates out of guidelines inquiries, and ensures compliance to procedures, proper services and settlement of claims.
6. Work closely and maintains good, professional working relationship with superiors, peers, subordinates and other department managers and personnel.
7. Adhere to organizational goals, objectives, standards of performance, and policies and procedures. Ensure compliance with quality patient care and regulatory compliance.

8. They may also be required to represent CINICO on other Boards, Committees, Panels or similar bodies of governance, per the Organizations' remit.
9. The post holder will also undertake additional duties as required by the CEO, as required from time to time, including Travel and staff training.

### **KNOWLEDGE, EXPERIENCE AND SKILLS**

- Bachelor's degree in a related area and at least 7 years of experience in the Health Insurance Industry preferably in the claims area.
- Industry continuing education such as ICA, CII, IIA, LOMA or ICD9/10 & CPT Coding certifications is an advantage
- They must be proficient in all 3 aspects of communication: Oral, Written & Non-Verbal.
- They must be highly organized, self-motivated, capable of working on own initiative, reliable, tactful, function well under pressure, and an expert in multitasking.
- The successful candidate must also possess an elevated level of resolution skills and be well versed in all aspects of confidential information management.
- Applicants must have a high level of computer literacy, with proficiency in Microsoft Outlook, Excel and Word.
- Have good interpersonal skills and be able to work well within a team structure, be detail orientated with a keen attention to timeliness and accuracy;

### **OTHER WORKING RELATIONSHIPS**

The Post holder must liaise effectively with the CEO, other senior and administrative staff, the Company's various service providers (i.e. TPA's, Actuary, Care Managers, CIHSA) as well as members of the public.

### **KEY FEATURE**

One of the Strategic Goals of CINICO is to eventually develop its' own "in-house" Claims Administration Department for both Local and Overseas Medical Claims. As this post represents the initial phase in that process, the successful candidate will also be required to assist the CEO and Senior Management in developing the overall features, standards and functions of this entire unit.

### **WORKING CONDITIONS**

Normal office working conditions