



The Cayman Islands National Insurance Company invites applications from suitably qualified Caymanians for the post of:

MEDICAL CASE COORDINATOR
SALARY: CI\$71,640 - \$96,336 PER ANNUM

Reporting to the Medical Case Manager, the post-holder will coordinate medical services for CINICO's members while ensuring that appropriate, cost effective, quality medical care is provided to all members within the plan benefits.

PRINCIPAL ACCOUNTABILITIES:

- Coordination of medical services for members' medical interactions both locally and overseas, including review and management of inpatient/outpatient care as relates to case coordination and discharge planning;
- Work regular, pre-determined on-call shifts during weekends, public holidays and after-hours. Post-holder will address and resolve all urgent member, provider, or travel and accommodation issues during on-call shifts;
- Coordination of air ambulance transfers for members with urgent medical needs;
- Provide members' clinical and case coordination updates, including expected treatment plan and discharge details;
- Participate in weekly case management meetings, presenting case coordination updates, issues and queries to the Case Management Team, Medical Case Manager and the Chief Medical Officer as necessary;

KNOWLEDGE, EXPERIENCE AND SKILLS:

- Minimum of a Registered Nurse qualification or nursing equivalent with two years' experience;
- Current professional licensure in nursing or professional field of certification;
- Clinical experience required in order to understand and interpret medical records, physician notes and multidisciplinary team input to determine appropriate care;
- Excellent customer service skills and telephone etiquette as well as good interpersonal skills and ability to work well within a team structure;
- Experience within the Health Insurance Industry is a definite advantage;
- Proficiency in all aspects of communication: Written & Verbal;
- High level of computer literacy, with proficiency in Microsoft Outlook, Excel and Word;
- Detail oriented with keen attention to timeliness and accuracy, elevated level of resolution and critical thinking skills, as well as well versed in all aspects of confidential information management;
- Highly organized, self-motivated, capable of working under own initiative, reliable, tactful, function well under pressure, and an expert in multitasking;

Salary will be commensurate with experience. Pension and health insurance benefits are provided as required by law. **Only applicants who are short-listed for interview will be contacted.**

Cover Letter & CV should be sent to:

The Human Resources Manager - CINICO
E-mail: humanresources@cinico.ky

APPLICATION DEADLINE: March 6th, 2023