

Bilingual Case Coordinator (French/Spanish)

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Company: MSH Americas - Diot-Siaci Group

Location: Canada

Category: other-general

It's fun to work in a company where passion meets profession, and every team member is not just an employee but a dedicated enthusiast, making the journey of work truly enjoyable and fulfilling! About Us: We are seeking ambitious individuals who share our values and our passion for making a positive impact on people's lives around the world. If you are looking for a career that challenges and inspires you, then you've come to the right place. About You: You will be providing our clients with outstanding customer service involving direct client contact through the telephone, email, fax, and online. Coordinating, investigating, and following up on all requests received until they are completed, and the file is closed. In this role, you'll get to experience: Handles multi-line phone system, accurately responding to inquiries from insured members and providers. Manages emails from insured members, providers, and internal staff. Makes outbound calls for additional information on processed claims and manages pending case management calls as needed. Issues prior approvals for low-value claims, such as physical therapy, dental services, and x-rays. Sorts and responds to emails in the PRECERT mailbox based on specific skill sets. Processes web-based requests from insured members through a client workflow. Escalates complex requests to ensure accurate responses. Resolves sensitive issues by collaborating with Case Management Specialists and Supervisors. Supports Case Managers and Specialists as needed. Participates in training sessions to stay informed on procedural changes. Utilizes various tools for case management and follow-up, including payment tracking and medical tools. Monitors and resolves payment rejections and lost checks until resolved. Follows up on all requests to ensure cases are promptly completed and closed. Acts as a backup to the Senior Administrative

Officer for claim processing, mail management, data entry, and other tasks as assigned. What you bring: School Diploma or equivalent work experience Fluent in English, French and/or Spanish Call center experience Customer service background Insurance industry and/or medical field experience What do you need to succeed? Excellent attention to detail and memory for insurance contract specifics Minimum typing speed of 40 WPM Strong multitasking and adaptability Effective team, organizational, and prioritization skills Proficient in customer service with excellent listening, diplomacy, and tact Familiarity with benefits Stress management capabilities for handling challenging clients Additional Notes: The hours for this position are 8 am-4:30 pm from Monday to Friday. A laptop will be provided. What's in it for you: Hybrid work environment Excellent health benefits Employee assistance program Wellness account Minimum 3 weeks' vacation Generous sick and flex days Opportunities to learn new skills, grow, and move into different roles A work environment that embraces diversity and promotes inclusivity. Supportive leadership prioritizes your success and cares about your well-being. A growth trajectory that is designed to expand both vertically and horizontally, providing you with opportunities to pursue your passions and acquire new skills. MSH is an Equal Opportunity Employer MSH Americas is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, or any other protected status under applicable law. We encourage and welcome applicants from all backgrounds to apply for our open positions. Removing obstacles to offer fair access to jobs is our top priority. When a candidate asks for reasonable accommodation throughout the application process, a Human Resources professional will assist them. The information provided during the accommodation request process will be handled, saved, and utilized by the laws that apply to it as well as the rules of MSH International.

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