



Travel Assistance: Care Manager

GENERAL RESPONSIBILITIES

Reporting to the Case Manager Supervisor, this position is responsible for providing medical and non-medical case management, quality and efficient customer service and travel assistance to clients and customers. This position must ensure that the contract stipulations and execution are followed according to pre-established requirements. This role works collaboratively with members of the Medical Team to ensure our customers receive comprehensive, efficient and exceptional customer service and care.

Care Managers will cover shifts Monday-Sunday / 24 hours a day. These shifts will be scheduled in eight (8) hour shift increments. Each Care Manager will be required to work every other weekend (Saturday and Sunday) to ensure staffing needs are covered.

REQUIREMENTS

Work requires a professional level of business administration generally obtained in the first two years of college or equivalent years of experience specific to the insurance industry and customer service. Bachelor's degree in business or related discipline preferred.

Fluency in a second language is preferred.

Work requires excellent customer service skills, which includes the ability to be empathetic and put the customer first.

Work requires excellent writing skills as this position requires the incumbent to document customer interactions thoroughly and accurately.

Work requires knowledge of medical case management; being able to make informed decisions as it relates to coordinating care for our subscribers; providing appropriate follow-up and tracking of care; establishing contacts with physicians, hospitals, or any other type of provider of services

Work requires strong analytical ability to resolve complex problems, gather and interpret data from different sources and to complete assigned tasks and projects.

Work requires the ability to handle sensitive and confidential information, communicate and exchange information with all levels of staff and external business-related agencies and members.

Work requires incumbent to be self-motivated and able to work independently to assess situations and respond appropriately, make independent decisions and the ability to accept change.

Work Experience

One to two years working in a medical capacity such as a medical technician is helpful. Experience working in the managed care or insurance industry helpful.

If interested please send a resume and cover letter to Recruiting@europassistance-usa.com