



## Employment Opportunity

3sHealth

OOS

***Applicants selected for interviews will be contacted***

### CLAIMS ADJUDICATOR

<b>Posting #:</b>	<b>GO-00616024</b>
<b>Position #:</b>	075762
<b>Posted Date:</b>	January 03, 2021 17:00 CST
<b>Closing Date:</b>	January 17, 2021 23:59 CST
<b>Type:</b>	Permanent Full Time
<b>City/Town:</b>	Regina
<b>Facility:</b>	3sHealth
<b>Department:</b>	Employee Benefits
<b>Expected Start Date:</b>	February 01, 2021
<b>FTE:</b>	1.0
<b>Shift Information:</b>	
<b>Hours of Work:</b>	37.50 hours per 1 week rotation
<b>Salary or Pay Band:</b>	Salary and benefits as per terms and conditions of employment
<b>Number of Positions:</b>	1

3sHealth delivers innovative change and provides province-wide shared services to support Saskatchewan's health system. Working together with our health system partners, we find innovative solutions to complex problems so that health care will be sustainable for future generations. We place patients and their families at the centre of all that we do, working with our partners to improve quality and ensure patient safety. 3sHealth provides payroll and scheduling, employee benefits, dictation and transcription, linen, provincial contracting, and transformational services to the Saskatchewan health system.

#### Job Summary:

The Employee Benefits team, in collaboration with health system partners, has embarked on a 3-year strategic plan to re-design the disability claims management model. This plan includes reframing claims management from adjudication to an active case management approach. This change positions the Claims Services area to provide improved service and collaborative support with plan members on their path to health.

Our Claims Services team is hiring a Claims Adjudicator who will be responsible for assessing and managing short and long-term disability claims to resolution. This includes determining if the claimants are eligible for benefit payments and developing appropriate action plans for each claim. The Adjudicator works in partnership with claimants, member organizations, unions, lawyers, physicians and rehabilitation consultants. The Claims Adjudicator makes timely decisions based on medical information, vocational components, and plan policies, while effectively and proactively managing a caseload of ongoing claims.

#### Experience:

- A minimum of 5 years' experience in insurance and/or disability claims adjudication, or an equivalent combination of education and experience.
- Medical experience obtained through claims assessing, underwriting, nursing or a health profession is an asset.

#### Qualifications:

##### Required Qualifications

- Degree/Certification in Human Resources, Disability Management or Occupational Health and Safety is preferred
- Experience in vocational rehabilitation, disability management or attendance support would be an asset

##### Knowledge, Skills & Abilities

- Ability to establish and maintain effective interpersonal/consultative relationships including conflict resolution
- Ability to handle calls of a sensitive or emotionally charged nature
- Ability to identify root cause of issues and develop/recommend solutions.
- Ability to manage time and set personal goals and priorities to achieve department results.
- Ability to understand customer needs and identify improvement opportunities
- Ability to work independently and as a member of a multi-disciplinary team
- Demonstrated ability to establish and maintain effective working relationships with both internal and external customers
- Excellent written and verbal communication skills, and high attention to detail
- Knowledge of group insurance principles and practices, industry standards, legal and contractual obligations, and claims investigation and assessment procedures an asset
- Medical knowledge as well as demonstrated knowledge in aspects of human behaviour, counseling, interviewing, referral procedures and community resources.
- Must have a positive attitude, a commitment to quality service and ability to cope with the stress inherent in the nature of disability claims adjudication, including high work volumes

##### Other Information

- Knowledge of lean processes would be considered an asset

#### Additional Text:

**To be considered for this position, all applicants must submit a cover letter and resume.**

We thank all interested applicants, however, only those selected for an interview will be contacted.

Prior to being to commencing employment with 3sHealth, the selected candidate will be required to complete a criminal record check.