



The Healthcare Benefit Trust strives to be an industry leader in the effective and efficient delivery of Employee life and health benefits. Our core values pursue excellence in the delivery of outstanding customer service by valuing and respecting our employees within a high-performance culture.

We are currently recruiting for a **Claims Administrator** in our Vancouver Office.

Position Summary

The successful candidate will primarily be responsible for providing administrative support for the Claims & Rehabilitation Review Committee process, Life, and Advanced Payment claims by initiating, updating and maintaining electronic and manual files; coordinating with different parties and gathering pertinent information from a variety of sources for dissemination to the appropriate parties; preparing correspondence and other documents; responding and providing answers to routine and complex enquiries; explaining plan provisions and procedures to all parties; and, completing all process requirements within HBT standard timelines.

Major Responsibilities

Administrative

1. Completes the verification of Life and Advanced Payment coverage for the processing of claims through Canada Life by referring to various databases and other electronic records;
2. Provides assistance to clients (members, employers and unions) and claims paying agents (CPA) relating to the administration of the Claims or Rehabilitation Review Committee (CRC/RRC) process and resulting decision;
3. Initiates an electronic file for the CRC/RRC (where required) for each client, enters employee demographic and other related information into the database(s) and files relevant documentation in the electronic file;
4. Receives the CPA's LTD file; reviews the information prepared to ensure it is complete and in accordance with the CRC or RRC policies, follows up with CPA if additional information is required or needs to be clarified and notifies the Program Coordinator of any issues;
5. Completes correspondence from template letters incorporating relevant information specific to the case to gather further information or to clarify information provided; types, proofreads and distributes a variety of documents;
6. Composes correspondence related to coordinating the CRC/RRC process, Group Life, AD&D, Dependent Life and Advance Payment claims and addressing questions, clarification, and other concerns.
7. Updates and maintains client records and databases; maintains a bring forward and follow-up system and where necessary prepares and sends reminders and other relevant correspondence to the appropriate parties;
8. Provides information to employers, claimants, unions, lawyers, physicians, CPA and HBT staff, regarding the CRC policies, procedures and process;
9. Responds to routine telephone calls/faxes/e-mails transferred to the Claims Administration section; provides information and refers more complex calls to appropriate staff members or takes messages as appropriate;
10. Follows up on status of each claim and advises the Program Coordinator or Manager of any issues;
11. Periodically retrieves or sends files to off-site storage and maintains accurate records of claims and HBT files stored on and off-site;
12. Maintains various records and reports pertaining to the activities of the section;

13. Liaises with staff within the department and HBT to ensure inter-departmental coordination of information, documents and files;
14. Assists the Program Coordinator and Manager with day-to-day management of Claims Administration tasks;
15. Provides training and guidance to new Claims Administrators and ensures workflow is maintained and deadlines are met;
16. Assists in the phone, courier, and mail rotation;
17. Maintains the Claims Admin general Inbox by directing the emails to the concerned parties and responds to general inquiries daily; and
18. Performs other related duties which do not affect the nature or level of the job.

Strategic and Analytical

19. Evaluates CRC and RRC files to determine accuracy, completeness and handling in accordance with standard procedures and plan provisions. This includes assessing union appeals and other correspondence; and
20. Understands the Plan Document and provisions in the collective agreement to communicate with the concerned parties regarding questions, issues, clarifications about the CRC or RRC process.
21. Addresses various issues that arise during the coordination of the CRCs and RRCs in consultation with the Program Coordinator and/or Senior Consultant; discusses these with relevant parties to work out solutions/agreements; clearly communicates agreements/next steps to all parties concerned;
22. Research for answers to general queries received from Claims Admin General Inbox and seeks internal and external sources to validate information gathered.

Qualifications

Education, Experience and Occupational Certification

- Community college diploma in business administration or equivalent combination of education, training, and experience.
- Minimum three years of administrative/management support services experience.
- Courses leading to Certified Employee Benefits Specialist (CEBS) designation preferred.

Knowledge, Skills, and Abilities

- Good knowledge and understanding of the practices, procedures and processes associated with general office and program administration.
- Ability to coordinate and process files and accurately update and maintain records.
- Ability to communicate clearly, verbally and in writing, with a wide range of contacts including clients and their employees, provide exceptional client service, and exhibit a professional manner in sometimes challenging situations with difficult individuals.
- Good organizational, analytical and time management skills and problem-solving and decision-making.
- Good communication and interpersonal skills.
- Superior attention to detail.
- Ability to organize own work, work under general supervision, and function in a team environment.
- Ability to multi-task, adapt to changing priorities and work to deadlines.
- Advanced level skills with Microsoft Word, Outlook, Excel and access databases and ability to quickly learn internal computerized systems.

Please apply to this position by e-mailing a cover letter, resume and include position title (**Claims Administrator**) in subject line of the email to Christine Fenske at HR@hbt.ca .