



CAREER OPPORTUNITY

Senior Disability Claims Administrator

The McAteer Group of Companies has provided leadership in consulting, administration and governance advisory services for group health and pension plans since 1980. McAteer currently provides third-party advisory and administration services for over 200,000 plan members and beneficiaries. We are authorized claims payors for several major Insurance companies; we provide administration services to plans that are local, provincial and national in scope.

POSITION SUMMARY:

As a Senior Disability Claims Administrator you will ensure long-term disability benefit payments are adjudicated and paid accurately and in compliance with our service standards. You will communicate with a variety of stakeholders (claimants, employers, physicians and treatment providers, etc.) to gather relevant information allowing the initial and ongoing assessment and management of a claimant's disability.

MAJOR RESPONSIBILITIES:

- Assess, adjudicate and process long-term disability (LTD) applications for clients, which involves reviewing medical, functional and occupational information
- Communicate on a timely basis with insurers and other parties as necessary and appropriate to assess and manage short and long-term disability claims while maintaining privacy and confidentiality
- Calculation/recalculation of LTD benefits/payments
- Processing payments via cheque and direct deposit for members in receipt of disability benefits
- Understanding of waiver of premium benefits
- Request and assess medical updates
- Generate yearly notice of assessment (NOA) letters
- Assist in the preparation of member appeals
- Prepare regular and ad hoc reports as required
- Prepare regular tax reporting – bi-weekly, monthly, quarterly and annually
- Prepare annual reporting/reconciliation for actuarial review
- Ensure timely action and responses as appropriate to members and clients
- Communicate both verbally and in writing with members, union offices and internal departments on claim issues
- Conduct claims peer reviews
- Provide excellent customer service including management of telephone inquiries, written and email inquiries and counter service

QUALIFICATIONS AND EXPERIENCE:

- College Diploma or University Bachelor's Degree in Business or Health related field
- 5 + years of experience in disability case management, including 3+ years of experience with long-term disability case management
- Excellent computer skills, including MS office applications and claims management software
- Excellent interpersonal and communication skills
- Demonstrated decision making, critical thinking and analytical skills

Interested candidates should submit a cover letter and resume to: careers@mcateer.ca

The McAteer Group of Companies is committed to diversity in the workplace and encourages applications from all qualified individuals. Please notify the Human Resources Department should you require accommodation for disabilities throughout the recruitment process.