





NURSE / PARAMEDIC

Case Manager, Emergency Assistance

 Managed Care  Poland / Ukraine  Full Time  Min: 16-hrs p/w. Max: 48-hrs p/w.

ABOUT OUR FIRM:

Inherent Risks is an integrated risk advisory, medical assistance and crisis management firm solving complex problems in challenging environments, enabling our clients to choose smarter, operate safer, respond faster and recover sooner.

Our case management team provide 24/7 medical assistance to business and pleasure travellers who suffer illness, injury or death while travelling abroad; and incident response in the event of civil unrest, natural disasters, terrorist attacks and detainment.

JOB ROLE DESCRIPTION:

The Case Manager, Emergency Response is responsible for providing medical case management in a supervisory role on travel insurance, employee benefits, workers compensation and disability claims cases; while ensuring efficiency, productivity, and excellent customer service.

RESPONSIBILITIES:

- Assess medical claims cases for coverage confirmation, utilisation review, and clinical consultation
- Triage telephone calls and emails, and provide accurate information to claimants, clients and medical providers
- Enter new claims data into the claims management system accurately while maintaining data integrity, and patient confidentiality
- Liaise with medical providers and global assistance network partners, ensuring timely, accurate and confidential information transfer
- Schedule diagnostic tests, physician and specialist appointments, and support clinical staff through the utilisation review process
- Supervise Case Coordinators in their support role, provide written reports on performance, and assist in providing training and mentorship
- Gather statistics for record keeping process and provide reports as required

HOURS:

- Inherent Risks offers flexible scheduling options of eight or twelve hour rotating shifts

QUALIFICATIONS:

- Fluent spoken and written English
- Roles available for Spanish, French, Portuguese, Arabic, Czech, Polish & Russian speakers
- Registered Nurse / Paramedic with 3+ years post registration experience
- Computer literacy, including familiarity with Microsoft Office (Word, Excel, Powerpoint)

SKILLS & KNOWLEDGE:

- Knowledge of medical and insurance terminology
- Strong organisational skills with an attention to detail
- Ability to work under pressure in a close knit team
- Excellent presentation skills
- Experienced and skilled people manager
- Positive, professional attitude

EXPERIENCE:

- A minimum of three-years working in a similar role, with a recognised medical assistance and/or third party administration provider
- Direct experience managing complex cases in challenging environments

SALARY:

- For full time roles, €42,000 EUR

APPLY:

To apply, please email a copy of your CV and a Cover Letter to: [**careers@inherentrisks.com**](mailto:careers@inherentrisks.com)

The statements contained in this document are intended to describe the general nature and level of work being performed by a colleague assigned to this description. They are not intended to constitute a comprehensive list of functions, duties, or local variances. Management retains the discretion to add or change the duties of the position at any time.

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