

Wilson-McShane Corporation
Fund Administrators
MEDICAL/DENTAL CLAIMS DIRECTOR

Essential duties and responsibilities include the following:

- Oversee all corporate claims processes
- Assist in the training, development, and mentoring of claims managers, leads, and examiners
- Collaborate on a regular basis with fund administrators, department heads, and leadership team within Wilson-McShane Corporation
- Act as a liaison with Fund vendor partners (i.e. Preferred Provider Organizations (PPO's), Pharmacy Benefits Managers (PBM's), Utilization Review (UR), Case Managers/Management (CM), Employee Assistance Programs (EAP's), etc.)
- Follow all HIPAA compliance guidelines to ensure protection of participant protected health information
- Interact verbally with participants, providers, and clients
- Correspond through written communication with participants, providers, and clients
- Coordinate and communicate with all Wilson-McShane offices and claims teams
- Review and interpret legal documentation associated with updates to participant benefits (Summary Plan Documents, Summary Material Modifications, Summary of Benefits and Coverage, etc.)
- Maintain a working knowledge of relevant federal and state legislation changes applicable to Health Plans
- Analyze and interpret internal reporting
- Other duties as assigned

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service- Responds promptly to customer's needs; Responds to requests for service and assistance; Manages difficult or emotional customer situations.
- Oral Communication- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Thinks quickly under pressure
- Written Communication- Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- Business Acumen- Understands business implications of decisions; Aligns work with strategic goals.
- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibilities for own actions; Follows through on commitments; Team Player.
- Judgment- Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Quality- Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Takes pride in his/her own work.
- Dependability- Keeps commitments; Takes responsibility for own actions as well as the team.
- Reliability- Drives for results; Ensures work responsibilities are covered when absent.
- Adaptability- Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events; Ability to prioritize duties; Flexible with changes in business needs.
- Planning/Organization- Prioritizes and plans work accordingly; Uses time efficiently.

Qualifications:

- Minimum of 5 years managerial experience
- Working knowledge of various PPO Networks, PBMs, UR, CM, EAPs etc.
- Experience with Taft-Hartley Funds preferred
- Ability to read and interpret documents such as Summary Plan Description and procedure manuals
- Computer Skills: Proficiency with Microsoft Office
- Quick learner of other computer systems and applications
- Ability to travel up to 20%