



MDM Insurance Services Inc. is a fully integrated third-party administrator and adjudicator of employee benefit plans.

## **Bilingual Claims Adjudicator**

### **The Role**

The Bilingual Claims Adjudicator will be responsible for accurately processing health and dental claims.

### **Job Responsibilities**

- Validating and processing dental, drug and extended health care claims
- Refer questionable/contentious claims to the Manager, Claims and Administration for evaluation as needed and provide recommendations for actions
- Dental claim reviews
- Answer claim phone calls
- Maintain and update all applicable system records, send out claim requirements and regular follow up for outstanding items
- Resolve telephone, fax, mail and email inquiries.

### **Key Competencies**

- Positive, professional and responsive approach towards tasks
- Proven organizational and time management skills
- Excellent telephone and communication skills
- Sharp attention to detail and problem-solving abilities

### **Qualifications**

- Post-Secondary education or equivalent professional experience
- Minimum typing speed of 60 WPM with keyboard accuracy
- Knowledge and experience of group insurance would be beneficial
- Knowledge of various office software programs

This full-time position is based in Guelph, Ontario.

MDM's competitive compensation package includes a company-paid employee benefit plan, health spending account and pension plan.

For confidential consideration, please forward your resume to [lorie@mdm-insurance.com](mailto:lorie@mdm-insurance.com)

*We appreciate the opportunity to review all resumes, however, only candidates selected for an interview will be contacted.*