

JOB POSTING – Toronto

Position Title QA Analyst

Available: Full-time Permanent

Department: Health Claims Administration

Reports To: Manager, HCA

Description:

Express Scripts Canada is looking for an analytical individual to perform quality assurance reviews on dental and MSE/Pharmacy claims within the Health Claims Administration department. The successful candidate will also provide training and guidance to fellow team members. Using analytical and technical skills, the incumbent must be very detail oriented in identifying and reporting claims processing errors and initiating corrective action. This job should directly contribute to building a higher performance culture and living the values of First Canadian Health and our partner, Express Scripts Canada.

Preferential hiring is given to candidates of Indigenous ancestry including status and non-status First Nations, Metis and Inuit. We encourage applicants to include this information in their email subject line when applying.

Key Responsibilities:

- Audit a sampling of claims processed by each claims processor on a daily basis
- Compare each claim processed to the source document and identify deficient keying and actions that are inconsistent with the NHIB policies and procedures documented in the APM
- Identify opportunities for process improvements/efficiencies
- Responsible for preparing QA reports for claims Supervisor on a monthly basis or more frequently if requested
- Responsible for preparing overall monthly claims accuracy report for Supervisor/HC/Senior Management team
- Trains all new processing staff for both Dental and Pharmacy/MSE claims processing
- Ongoing training/support based on identified errors
- Review all call center claim adjustments to ensure that the adjustments are in fact processor errors.
- Communicate results of an audit with processors
- Staying up to date with system and process changes.
- Responsible for updating user manuals – APM which are used to document procedures and also used as a reference tool for processors
- Escalate performance issues to Supervisor where required

Qualifications:

- Min 3 to 5 years' experience with data entry, excellent accuracy
- Proven analytical and decision making skills
- Strong focus on customer service is required
- Ability to identify opportunities for improvement and development of new ideas
- Strong time management skills and ability to work under tight deadlines
- Ability to work effectively in a fast paced, rapidly changing environment
- Excellent organizational and interpersonal skills
- Ability to work within a team
- Working knowledge of Microsoft Office Suite of Tools (Word, Excel, Outlook)

- Strong verbal and written communication skills. Ability to effectively communicate to staff and adapt approach to address diversity within team

Physical Demands/Working Conditions:

- Office and Call Center environment
- No heavy lifting
- Intermittent walking within the Claims Department for Team support
- Comfortable work stations

Benefits of Working with FCH:

- Inclusive work environment
- Generous Group Benefits with Pension
- Generous PTO
- Team culture

We are an equal opportunity employer that promotes a diverse, inclusive and accessible workplace. By embracing diversity, we build a more effective organization that empowers our employees to be the best that they can be.

For more information about First Canadian Health, and our parent company, Tribal Councils Investment Group, please visit:

<https://firstcanadianhealth.biz/>

<http://www.tcig.biz/>

Resume can be emailed to:

Human Resources Manager: Cbajona@fchealth.biz

416-642-6372