



ABOUT MANITOBA BLUE CROSS

Manitoba Blue Cross was born out of a desire to protect our fellow Manitobans during life's most unexpected and sometimes challenging moments. This remains our driving force today and fuels our ongoing commitment to providing superior health and wellness benefits that are delivered with compassion and excellence in service.

As an independent and not for profit organization for over 40 years, we provide health, dental, employee assistance, disability, travel, and life coverage to over half a million Manitobans.

At Manitoba Blue Cross, our people are the key to our success! Consider becoming part of our team of professionals committed to providing exceptional customer service.

Join us as we serve our neighbours to support and strengthen our community.

POSITION: BENEFIT SERVICES RESEARCH ANALYST

SUMMARY

The Benefit Services Research Analyst is responsible for Benefit Utilization Reviews, analyzing trends within the Claims department and the industry, reviewing, and coordinating claims appeals, conducting benefit research, and participating in corporate projects. The incumbent also develops specific Managed Care recommendations for larger clients, generates Claims metrics including production, and acts as a resource to other areas within the organization.

DUTIES AND RESPONSIBILITIES

- Conducts Benefit Utilization Reviews and develops benefits management recommendations.
- Oversees the development and preparation of Claims metrics and quarterly and annual productivity reports for the Claims department. Creates annual production sheets for Claims.

- Reviews and coordinates claim appeals, determines and communicates approval/denial decisions. Escalates case files to the Claims Review Committee, when applicable.
- Reviews and coordinates Third Party claims.
- Analyzes trends within the insurance industry and reports them to the Supervisor, Benefit Services.
- Produces complex ad hoc claims reporting for internal departments and external Clients & Advisors.
- Reviews outgoing correspondence and develops letter templates.
- Responsible for the creation and testing of web reports.
- Responsible for internal control functions, identifying process inefficiencies and working with applicable areas to develop solutions.
- Participates in corporate and departmental projects and initiatives.
- Participates on National Working Groups as assigned.
- Performs other related duties as assigned.

QUALIFICATIONS & SKILLS

- Dedicated to the principles of exceptional service; committed to responding to, anticipating, and addressing customer needs, for both internal and external customers.
- Post-secondary degree, certificate, or diploma in Commerce or Business Administration or discipline related to the Health Benefits industry. Equivalent combination of education and 2 to 5 years' experience may be considered.
- Knowledge of the principles and practices of quantitative analysis including cost benefit analysis, statistical analysis, etc.
- Strong analytical and problem-solving skills.
- Excellent organizational skills with the ability to manage and prioritize several key activities on an ongoing basis.
- Thorough knowledge of office productivity tools, including Microsoft Word, Excel, Access, PowerPoint, and various database applications.
- Excellent interpersonal and communication skills (verbal and written) with a demonstrated ability to interact with all levels within the organization in a team environment.
- Experience in research methodologies and statistical analysis.
- Excellent report writing skills.
- Strong verbal presentation skills.
- Ability to work in an unstructured environment.

- Completion of or capable of completing industry education programs entailing a self-directed study and the writing of graded examinations. Specific programs include but are not limited to LOMA (ACS) and CEBS. Enrollment in, and completion of, such courses, as well as programs of professional development, will be encouraged.

We offer competitive salary, a generous employer-paid benefits package, a flex work schedule, generous vacation, and a health and wellness program with an on-site fitness centre.

We are committed to creating a rewarding environment to foster learning and development for our staff.

If you are interested in joining our team, please forward a resume and cover letter, indicating salary expectations, by May 24 by applying at [Benefit Services Research Analyst Application](#). We look forward to reviewing your application.

All qualified applicants will receive consideration for employment without regard to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Only those being considered for the selection process will be contacted.

Visit us at [Careers | Manitoba Blue Cross](#) for information on why Manitoba Blue Cross is a Top Employer award winner in Manitoba