



## SHORT-TERM DISABILITY CASE MANAGER

8am - 5pm EST

Full-Time

Remote

Hourly - \$24.50 - \$25.00

### REQUIRED HOURS

MON 8:00 AM - 5:00 PM EST

TUE 8:00 AM - 5:00 PM EST

WED 8:00 AM - 5:00 PM EST

THU 8:00 AM - 5:00 PM EST

FRI 8:00 AM - 5:00 PM EST

### DAY IN THE LIFE

Instant Teams is currently hiring **three** Short-Term Disability Case Managers! In this position, you will make timely, accurate, and customer-focused Short-Term Disability and/or Absence Management claim decisions. Proactively engages clinical, vocational, employer, financial, and other informational internal and external sources to gather relevant data, and compares it to the applicable contract/administrative agreement and procedural documents. Conducts an analysis of data and engages peers and management as appropriate. Communicates verbally and in writing an accurate and comprehensive decision. Maintains performance at or above departmental metrics.

- Makes timely, accurate, and customer-focused STD and AM new and ongoing claim decisions; reaches out to obtain relevant clinical, vocational, employer, financial, and other information; compares the information to the terms,

limitations, and conditions of the contract/administrative services agreement and applicable procedural documents and renders the claim decision as quickly as possible

- Documents the claims system in an accurate and comprehensive manner; prepares, updates, and utilizes a claims management plan to attain the most appropriate outcome; remains in full compliance with regulatory requirements; demonstrates an above-average level of proficiency in product and claims administration techniques; remains fully compliant with operational standards; meets or exceeds claims team operational metrics
- Maintains a superior level of genuine caring and empathetic customer service throughout all interactions; takes appropriate actions to earn the claimant's and employer's trust and confidence; anticipates customer's needs and takes action as appropriate
- Works with internal partners to support flexibility, collaboration, creating a positive work environment, consistently maintaining professionalism and integrity, actively taking steps to foster high morale, and demonstrating a dedication to excellence
- Performs other related duties as required

**Due to specific position requirements, we cannot hire from the following locations for this opportunity: OCONUS**

*\*In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.*

### **MUST HAVE**

- High School Diploma (Bachelors Degree preferred)
- 1-2 years of job-related claims experience

- Preferred demonstrated proficiency in product-specific areas of STD, LTD or AM as well as federal and state regulations governing these products and services

- Familiarity with disability claim management concepts
- Good understanding of medical terminology/pathology/anatomy
- Articulate verbal and writing skills, decision-making, meeting deadlines, working with confidential information
- Moderate skills with Microsoft Office and other software applications
- Customer service skills
- Stress tolerance
- Math skills
- Ability to multi-task and prioritize
- Have a high level of attention to detail
- Work under pressure
- Confidence to make claim decisions
- Results-driven
- High attention to departmental/company procedures/practices

## **TRAINING**

- Monday - Friday
  - 8am - 5pm EST (occasional need to train until 5:30pm)

## **BENEFITS**

[2023 Employee Benefits](#)

- Equipment is provided.