

Job Title:	International Nurse Case Manager	Department:	Medical Department
Location:		Team:	
Date posted:		Reports to:	Medical Manager

Salary Grade:	Type of position:	Shift: Hours <u>Various</u> / week
	<input checked="" type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

JOB SUMMARY

This position is responsible for monitoring and Coordinates medical travel assistance for beneficiaries worldwide by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following. Other duties may be assigned.

- Obtain, review, and assess customers’ medical information; to determine medical necessity for care being prescribed.
- Evaluate the appropriateness of Provider diagnosis, care, and treatment plan.
- Recommend and assist with transfer to higher level of care when appropriate.
- Document pertinent medical information in customer’s medical notes, and notify and disseminate information to AXA team.
- Communicates with beneficiary to assess level of comfort with Provider, facility and medical situation.
- Reviews medical information to determine pre-existence of relevant medical conditions, onset date of medical condition and how it relates to coverage based on customer’s specific travel policy.
- Recommends medically necessary travel arrangements for customers’ repatriation, and or evacuation.
- Communicates repatriation recommendations and arrangements with hospital, medical staff and beneficiaries.
- Provides expertise and support to Operations, Claims, Marketing and Client.

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

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Disclaimer:
 The statements mentioned above are a general description of the level of work being performed by the people assigned to this position. This is not to be interpreted as a complete list of all responsibilities, duties and skills required of candidates and employees. All company personnel may be required to perform duties outside their normal job functions when assigned.

- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Able to read and interpret written information.

QUALIFICATIONS. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

- Associate's degree (A. A.) or equivalent from two-year College or technical school; and two years related experience in emergency or Critical Care preferred; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and interpret documents such as medical reports, periodicals, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

MATHEMATICAL SKILLS

- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

COMPUTER SKILLS

- To perform this job successfully, an individual should have knowledge of Contact Management systems; Internet software; Spreadsheet software and Word Processing software.

CERTIFICATES, LICENSES, REGISTRATIONS

- RN license is required.
- BLS is preferred, but not required.
- ACLS is preferred but not required.
- CCM preferred – with the allowance to complete the certification within a 2 year period.

OTHER SKILLS AND ABILITIES

- Optional travel up to 15 – 25% (Valid passport).

Expert Level in one of the following languages is preferred, but not required.

- Tagalog
- Mandarin
- French
- Portuguese
- Spanish

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
LAST UPDATED BY:	<i>Date:</i>

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