Downloaded from <https://www.velvetjobs.com/job-descriptions/disability-case-manager>

# Example of Disability Case Manager Job Description

Our company is hiring for a disability case manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for disability case manager

* Assist in the daily review of each DCM’s Action Items
* Sends Letters or Forms as needed
* Communicate with claimants, employers and various medical professionals regarding the ongoing management of Long Term disability claims
* More than 50% of your workload will support clients whose preferred language is Cantonese
* More than 50% of your workload will support clients whose preferred language is Russian
* Review group contract provisions and submit medical information in order to identify discrepancies and inconsistencies when assessing disability benefit eligibility
* Setting up and managing new and recurrent short term, long term or WSIB disability claims
* Reviewing new and ongoing complex Short-Term disability and critical illness claims
* 50% of your workload will support clients whose preferred language is American Sign Language.They are mainly located in a specialized care facility for the deaf, hard of hearing and deaf-visually impaired
* 1 to 2 years of experience in claims or customer service preferably in the managed care or healthcare insurance industry

## Qualifications for disability case manager

* Knowledge of insurance, medical terminology, and case management in same or similar discipline a preferred
* Bachelor's degree or equivalent experience plus a minimum of 1 year of disability claim experience
* Managed care/utilization review experience
* Knowledge of legal liability, insurance coverage or medical terminology preferred.Effective interpersonal, analytical and negotiation abilities required
* Knowledge of insurance, medical terminology and case management in same or similar discipline helpful, but not mandatory
* High School diploma plus 4 or more years of business experience with some exposure to insurance products required