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# Example of Manager, Claims Job Description

Our company is hiring for a manager, claims. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for manager, claims

* Build and develop relationships with the claims management provider ensuring robust management of TPA performance
* Ensure claims are serviced in accordance with agreed contractual terms
* Review format, content and frequency of audits, performance data and KPIs
* Ensure reports and MI meets the requirements of internal stakeholders and actively used to drive positive outcomes
* Be a technical referral point to handle claims outside of DA limits
* Implement performance management frameworks to Benchmark Claims TPA performance
* Develop a go-forward strategy for travel claims management
* Work with the Professional Services Manager and under the guidance of the CIC General Manager/CIC Senior Director to create procedures that will enhance workflow and create efficiencies
* Oversee work to ensure all daily tasks are completed
* Work with the Follow-Up/Retro Supervisor to prioritize and monitor retro reports to ensure timely resolution

## Qualifications for manager, claims

* Proven success in managing call center operations
* Must be detail oriented with organizational and follow up skills ( self-starter)
* Claims adjudication skills or licensed insurance professional
* Bachelor’s degree with 10+ years’ claims management experience in a corporate risk management department, insurance broker or insurer with a demonstrated ability to act as a liaison and to provide quality claims service
* Strong understanding of claim management concepts, practices and procedures, with the ability to analyze data and formulate action plans
* Proven strong leadership and problem solving skills