



# Example of Senior Case Manager Job Description

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

## Responsibilities for senior case manager

- Assessing contribution refund and reclassification requests
- Dealing with and making a technical analysis of adverse, contested and complex claims (especially disputed claims - SCT/Litigated)
- Maintenance of team procedure guides / policies and template documents
- Review of PDS/Product communications and Standards
- Tracking and monitoring of team service standards
- Team training and maintaining knowledge of compliance and regulatory requirements
- Proactively communicates with customers and authorized third parties to ensure, based upon facts presented at the time, understanding of all potential outcomes at each step of the process
- Ensure all verbal and written communication with the borrower and authorized third parties is in a manner that is simple to understand, empathetic to the borrowers' financial situation, professional, and represents a strong breadth of knowledge
- Collaborates with various support departments within servicing to identify needs, propose innovative solutions and deliver results while meeting deadlines in a professional manner
- Answer incoming calls from homeowners whose mortgage payments are delinquent and counsel them accordingly, with an understanding that the primary focus is to bring the account current

## Qualifications for senior case manager

- Experience conducting and documenting patient health insurance benefit investigations, prior authorizations, and appeals, preferred
- Knowledge of Medicare, Medicaid and Commercially insured payer common practices and policies, preferred
- Knowledge of ICD9/ICD10 coding is preferred
- Critical and creative thinking, preferred