



Example of Senior Case Manager Job Description

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Our company is growing rapidly and is looking to fill the role of senior case manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for senior case manager

- Attain delinquency resolution through payment, repayment plans, loss mitigation solicitation and financial interviews as required
- Provide guidance to the SPOC Supervisor by maintaining daily predictive dialer activities
- Maintain knowledge of all applicable investor, agency and insurer requirements for servicing first and second mortgage products and HELOCS
- Support other Case Managers as needed
- Escalates issues timely to applicable channels
- Required to successfully complete annual mandatory training requirements and department specific training, as defined by management
- Provide guidance to the SPOC Supervisor by assisting with Job Aide and QRG introductions
- Proper handling of mortgage delinquencies, loss mitigation, foreclosure and bankruptcy issues as required
- Provide guidance to SPOC Case Managers and SPOC Supervisor to assist the team in meeting established goals, Service Level Agreements and compliance objectives
- Provide guidance to SPOC Supervisor for any monthly monitor reviews and/or feedback

Qualifications for senior case manager

- Clear understanding of Medicare plans (A, B, C, D)
- Knowledge of DME, MAC practices if preferred
- Must have clear understanding of Medical, Supplemental, and pharmacy insurance benefit practices
- 1-2 years of Pharmacy and/or Medical Claims billing and Coding work experience
- 1-2 years' experience with Prior Authorization and Appeal submissions