

## **Case Management Specialist- TotalCare**

*Total Care Lebanon S.A.L. is a leading Third Party Administrator (TPA), providing comprehensive Health Benefits Management services in the Lebanese healthcare arena*

Working Days and Hours: 4:00 p.m. until 3:00 a.m. or 9:00 p.m. until 8:00 a.m.

3 days per week rotating with 4 days the week after

Major: degree in Public Health and Development Sciences, Nursing, or any related field

Experience 1-2 years of experience in a healthcare setting, preferably in case management or patient coordination

### Major Responsibilities:

- Gather, verify, and document all necessary patient and insurance information required for processing referrals
- Support the Referrals team by providing comprehensive information and ensuring timely submission of referrals
- Coordinate with the patient's Primary Care Physician (PCP) to ensure continuity of care, as needed
- Address patient questions and concerns regarding their referrals and follow-up care promptly and effectively
- Distribute surveys to patients within 24 hours of their scheduled specialist visit, and compile and analyze feedback
- Provide after-hours support, including handling collections inquiries, processing payments, responding to website chatbot inquiries, and managing urgent same-day referrals
- Route phone calls and record messages for the billing team during their absence, and promptly notify patients of any billing discrepancies

Salary and Benefits: Salary in USD, Package includes basic salary + transportation, NSSF & Medical Insurance and Schooling benefits

### How to Apply:

Kindly send your CV or contact the Career Services Center, e-mail: [career.services@balamand.edu.lb](mailto:career.services@balamand.edu.lb), Ext. 7801; 7802