

ER Billing Manager, Research and Innovation Coordinator and Junior IT 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

1- ER Billing Manager:

Major: degree in Business Administration, Biology, Medical Laboratory Sciences, or any related field. Masters degree is a plus.

Experience: 3- 5 years of experience in a leadership position

Major Responsibilities:

- Lead and managing a team of ER billing specialists and Billing Team Leaders, by providing coaching, mentoring, one on one meetings, and performance management, to ensure their efficiency to best practices
- Oversee the entire billing cycle by ensuring accurate and timely data, coding, claim submission and follow-up denials
- Stay up-to-date on complex billing regulations and coding requirements, by ensuring compliance with HIPAA, and other relevant regulations
- Resolve billing disputes and denials by negotiating with insurance companies to ensure proper reimbursement
- Develop and implement billing process improvements by streamlining workflows and maximizing efficiency
- Help in researching new procedures or any information that might be useful to team members.
- Develop and implement a timeline to achieve goals that were set for team members to work efficiently and meeting deadlines by incorporating regular feedback meetings as per TotalCare's culture
- Conduct Team Huddles on a daily basis, discussing interesting topics related to the value of the month as per TotalCare's values book

2- Research and Innovation Coordinator:

Working Schedule: 12:00 p.m. until 8:00 p.m.

Major: Business Administration, Management, Education, or any related field

Experience: fresh graduates are accepted

Major Responsibilities:

- Coordinate and manage multiple projects across departments, ensuring alignment with organizational goals.
- Facilitate effective communication among departments to support project execution and address challenges.

- Research best practices and emerging trends in emergency care to inform departmental strategies.
- Assist in the development of project plans, timelines, and resource allocation.
- Monitor project progress, identify potential risks, and propose solutions to keep initiatives on track.
- Gather and analyze data to support decision-making and process improvements.
- Conduct research to identify innovative solutions in emergency

Additional Requirements:

- Experience in healthcare operations, project management, or administration-related fields is a plus
- Proficiency in project management tools is a plus.
- Familiarity with Asana is a plus.

3- Junior IT Specialist:

Working Schedule: 3:00 p.m. until 11:00 p.m.

Major: degree in Computer Engineering, Computer Science, or any related field

Experience: 1-2 years of experience

Major Responsibilities:

- Format and install new operating systems on a variety of hardware platforms, ensuring optimal configuration and system stability.
- Provide first-level technical support for hardware, software, and network-related issues.
- Install, configure, and maintain desktop computers, laptops, printers, and other IT equipment.
- Assist with setting up and managing user accounts, email systems, and permissions.
- Monitor and maintain IT systems, ensuring optimal performance and security.
- Troubleshoot and resolve technical issues reported by end-users via phone, email, or ticketing systems.
- Assist in maintaining IT documentation, including system configurations and user guides.
- Support the implementation of IT projects, including hardware and software upgrades.
- Ensure adherence to IT policies and procedures, including data security protocols.

Additional Requirements:

- Familiarity with Windows, macOS, and operating systems.
- Certifications such as CompTIA A+, Network+, or similar are a plus

How to Apply:

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