



Career Opportunity



WHO WE ARE

AccertaClaim Servcorp Inc. (Accerta) is a B Corp certified social enterprise enabling healthcare equality for all. As a social enterprise, we manage dental, vision, drug, and healthcare benefits programs exclusively for government and social services agencies in Canada. Our targeted experience and innovative technology provide cost savings, reliable service, process continuity, and accurate, insightful data that enables governments to make informed strategic decisions, reducing stress on the healthcare system through streamlined administration.

ABOUT THIS OPPORTUNITY

Accerta Services Inc. (ASI), a subsidiary of AccertaClaim Servcorp Inc., is seeking seven (7) full-time, permanent Expense Support Clerks. The successful candidate will be responsible for entering and adjudicating claims and responses in accordance with department policies. The Expense Support Clerk will report to the Director, Call Center Operations & Customer Excellence.

ACCOUNTABILITIES

- Enter and adjudicate claims and predeterminations.
- Contact external parties to obtain additional or missing information.
- Process corrections for various work items.
- Maintain Provider database where necessary.
- Maintain and protect the confidentiality and privacy of all information.
- Maintain a high level of accuracy in all transactions.
- Assist with the adjudication system testing to ensure the accurate payment of claims.
- Other duties as assigned.

QUALIFICATIONS

Education

- Secondary Diploma or equivalent required.

Knowledge and Experience

- Ability to process a high volume of work items in a fast-paced environment accurately and efficiently.
- Benefit and or insurance processing background is an asset.
- Strong computer skills and proficiency with Microsoft Office Suite

How to Apply: We accept applications submitted via email to recruit@accerta.ca

Website: www.accerta.ca



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- The ability to adapt to changing technology, clients, and processes.
- Strong, clear, and concise written and verbal communication skills.
- Interpersonal and communication skills to work effectively with all levels of staff.
- Understanding the Ontario Autism Program is an asset.
- Exceptional organizational skills to work independently and take initiative.
- Previous experience working in customer service.

Technical Skills & Abilities

- Strong computer skills and proficiency with Microsoft Office programs (Word, Excel, PowerPoint) or equivalent required.
- Familiarity with computers and knowledge of dental procedures code
- Previous experience working with claims software is an asset.
- Problem-solving and analytical reasoning.

WHAT WE OFFER

- A permanent position with a competitive salary package and easily accessible downtown location.
- A competitive benefit package that includes a DB Pension Plan and Health Care Expense Account (HCEA).
- Opportunities to increase your earnings through performance-based incentive programs.
- Growth opportunities in a company that promotes from within.
- Time off to volunteer within our community
- Hybrid working environment

FLEXIBLE WORK ARRANGEMENT:

We support a hybrid approach, which will give everyone the best of both worlds – a mix of home and in-office workdays. Hybrid schedules will be determined in partnership between individuals, managers, and the team.

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INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT

Accerta is an equal opportunity employer and committed to fostering diversity and inclusion in the workplace. We are committed to fair employment practices and all qualified applicants will receive consideration for employment. We offer accommodation for applicants with disabilities, as required throughout the recruitment process. Accommodations are available on request for candidates taking part in all aspects of the selection process.

To request accommodation, please contact accessibility@accerta.ca.

We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted. Final candidates for this position may be required to undergo a security screening, including criminal records check, judicial matters check, vulnerable sector screening and employment reference check.

To learn more about us please go to: www.accerta.ca

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