

Job Title: MAC Dental, Special Authorization Analyst  
Internal/External: Internal/External  
Department: Federal Administered Programs  
Competition: 2016-512  
Employment Type: Full Time, Permanent  
Location(s): 12 Millennium Drive, Moncton  
Salary: \$32,439.67- \$40,549.59  
Reports to: Team Leader  
Closing Date: September 25th, 2016

“We care about the work we do-and we're looking for new colleagues who do, too.”

### **The Company**

For over 70 years, and across six provinces we've been a leading diversified health services partner for individuals, plan sponsors, plan advisors and governments across Canada. We are proud to be a not-for-profit organization committed to giving back to the communities where we live and work. We support the health and wellness of our employees and their families with various wellness programs and resources to support their personal and professional growth.

We're a team of 1,900 colleagues dedicated to collaboration, innovation, customer service, and committed to work-life balance, community involvement and career development which is why **Medavie Blue Cross is recognized as a Top 100 Employer, one of Canada's 10 Most Admired Corporate Cultures and one of Atlantic Canada's Top Employers.**

### **The Opportunity**

If you are looking for an opportunity in a challenging, fast-paced and team-oriented work environment with a leading local organization, the career you've been looking for may be waiting for you at Medavie Blue Cross.

The Federal Administered Programs (FAP) Medical Authorization Centre- Dental specializes in the authorization and reimbursement of dental benefits.

As a MAC Dental, Special Authorization Analyst in our 12 Millennium Drive, Moncton office you will develop a high level of knowledge in the programs we administer. In this role you will respond to requests from clients and providers in both official languages.

**There are various shifts during the hours of operations of the Medical Authorization Centre-Dental, which are from 7:45 am – 10:00pm, Monday to Friday.**

### **Key Responsibilities**

- Receive, pend and process requests for dental services that require special authorization consideration, prepare packages that require review from dental consultant.
- Administer processes for special authorization decisions through the interactive use of telecommunications and applied on-line technology;

- Call and or draft requests for additional information from dentist and / or dental specialists for more information or diagnostics when necessary or requested by the dental consultant;
- Update requests according to decisions rendered to allow for real time adjudication when the dental treatment authorized is rendered.
- Create and send the appropriate decision letter to the client and / or provider to notify them of the outcome of their request.
- Utilizes dental background, knowledge and experience to assess requests.
- Liaison with the customers and other health care professionals to ensure treatment requests are appropriately administered.
- Provides a positive and efficient customer service experience for providers and clients.

**The successful candidate will demonstrate the ability to:**

- Have the ability to work quickly and accurately under pressure of time restraints;
- Have the ability to work on your own and as a team member;
- Be well organized, with excellent time management skills;
- Have excellent oral and written communication skills;
- Demonstrate mature and professional judgment and decision making ability.

**Qualifications**

Education: Successful completion of a recognized post-secondary Dental Assisting or Dental Hygiene program.

Work Experience: The ideal candidate will have a minimum of 1 year experience in a dental environment. Experience working in an office and or customer service experience would be considered an asset.

Other Qualifications: Experience with quick and accurate data entry and knowledge of claims processing, eligibility and claims systems would be considered an asset

Computer Skills: Experience working with the Microsoft Office Suite

Language Skills: Bilingualism in French and English is a requirement.

If you are interested in working with a team of professionals in a challenging role and you possess the necessary qualifications, please follow the instructions for applying online via the Medavie Blue Cross Corporate website by clicking on Apply Now.

[Apply Now](#)

We would like to thank all candidates for expressing interest. Please note only those selected for interviews will be contacted.

**Medavie Blue Cross is an equal opportunity employer.**

**Canadian Citizenship - Please indicate in your application the reason you are entitled to work in Canada: Canadian citizenship, permanent resident status or work permit.**

**Reliability screening will be required.**