

JOB DESCRIPTION

Job Title	: Japan Payment Process (JPP)
Location	: Japan
Legal Entity	: International SOS Japan, Ltd
Reports Functionally To	: JPP Lead
Reports Administratively To	: JPP Lead
Works Closely with	: Japan Providers; Japan RM; TPSS Manager; Senior Service Delivery Manager
Direct Reports	: None

A. Overall Purpose Of The Job *(Brief description of the primary purpose of this position)*

- To provide an end to end service for providers and beneficiaries in Japan from appointment making, issue resolution to claims payment.

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

- To ensure the accurate and timely processing of Japan Authorizations and attendant Appointments, within Intl SOS standards and contractual KPIs
- To ensure the accurate and timely functioning of the Japan Payment Process (JPP) including upload to WPS portals and claim reimbursement
- Help resolve claims issues on behalf of providers and beneficiaries, working with Intl SOS teams to ensure timely and accurate resolution within TRICARE rules

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Experience demonstrating Customer Service Skills in the private sector.
- Claims/billing Experience
- Knowledge of hospital/medical administration a plus.

Required Competencies *(Critical behaviours necessary to successfully perform the job)*

- Attention to detail
- Able to work to tight timelines
- Proactive problem solver, analytical thinker, good organizational skills
- Comfortable with financial data and reconciliations
- Experience studying or living overseas a plus

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- Claims and billing in a small to medium size organization, preferably in the healthcare or financial sectors
- Demonstrating customer service skills, preferably in the private sector

Required Qualifications *(Brief description of the educational background needed to perform the job)*

- Further education desirable

Required Languages *(Brief description of the language skills needed to perform the job)*

- Strong “business level” English language skills, both verbal and written
- May be requested to translate invoices from Japanese to English on an “as needs” basis

Travel / Rotation Requirements (Brief description of any travel or rotation requirements)

- Minimal; less than 10%

This job description outlines the types of responsibilities the incumbent is required to perform.

The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.