

Shoppers Drug Mart Specialty Health Network Inc. (“SDM Specialty Health”) is a wholly owned subsidiary of Shoppers Drug Mart Inc. SDM Specialty Health is Canada's unique provider of client-focused healthcare products, services, and patient support programs. Being successful at SDM Specialty Health means you've enhanced a patient's life, and we do that everyday! All across Canada, our team provides a number of services directly to patients; these brand-focused programs, sponsored by pharmaceutical companies, help patients manage and optimize their drug and medical therapies in the community.

We employ various healthcare professionals, and dedicated support staff to ensure the success of the team. With hundreds of employees across Canada, we're proud to be able to offer a family-oriented environment that gives staff greater control over their own life choices.

Do you have what it takes to be successful at SDM Specialty Health Network? Come join our Team!

Career Opportunity – Bilingual Reimbursement Specialist

The Bilingual Reimbursement Specialist is directly responsible for the management of individual reimbursement cases. Acting as a patient advocate, you will liaise with various health care professionals and associate parties to explore all options of financial support for medications and/or services. The incumbent must be able to work effectively, with short lead times and changing client demands. You will bring your experience from the insurance or pharmaceutical industries to succeed in this environment.

PRINCIPAL ACCOUNTABILITIES

1. Initiate and coordinate new reimbursement programs, and coordinate and follow-up on existing programs as per contract requirements with pharmaceutical manufacturers in accordance with SOPs.
2. Communicate with clients to obtain consent and to gather pertinent information for providing reimbursement services.
3. Liaise with the required parties (provincial and private insurers, physicians, nurses, pharmacists, employers' human resource representatives and internal staff), act as a patient advocate, explore all options for funding of medications and/or services, determine coverage details and develop/maintain complete and accurate documentation required to facilitate a successful outcome of the reimbursement process.
4. Work with staff in the coordination of reimbursement services to facilitate medication dispensing, invoicing, payment schedules and loan programs.

QUALIFICATIONS

- **Bilingualism is a MUST – English & French**
- Two to Three years Reimbursement experience in preferred
- University degree or equivalent working experience in the healthcare or insurance industry
- A team player with the desire to provide superior customer care
- Excellent communication skills
- Ability to prioritize and meet tight dead lines
- Strong computer skills in a Windows environment using MS Office (Excel, Word)

Please forward a cover letter and resume to hr@sdmspecialtyhealth.ca
State “Bilingual Reimbursement Specialist” in the subject heading of your email and salary expectations in your cover letter.

We thank all interested applicants, however only qualified candidates will be contacted for an interview.