



Claims Assessor

This is a hybrid role located in either our Dublin or Cork offices.

The role:

The primary function of Claims Assessors is to assess, contact the Laya Healthcare member through payment of Claims in accordance with Laya Healthcare Product Rules, Product Benefits and Provider Contracts within agreed Service Levels.

Major Responsibilities:

- Assessing claims for payment in accordance with Laya Healthcare Product Rules, Product Benefits and current agreements with Providers.
- Contact with Laya Healthcare members and providers when required, to ensure claims that have been received are assessed correctly.
- Payment of claims in accordance with procedures.
- Ensuring EOB statements, Statements of Claims and all other relevant documentation is accurate and correct in the payment of each claim.
- Maintaining a courteous, sympathetic and sincere manner when dealing with members and providers in the processing of their claims.

Qualification, Skills & Experience:

- Leaving Certificate is required, Diploma - RGN is desirable.
- Medical and Insurance knowledge are a distinct advantage.
- Familiarity with health insurance, underwriting and claims is a distinct advantage.
- Someone who demonstrates flexibility and positive attitude.
- Good organisation skills with ability to work to targets.
- MINIMUM COMPETENCY - As a consequence of the Minimum Competency Requirements imposed by the Financial Regulator and depending on your role within the company, you may be required to attain the Certified Insurance Practitioner accreditation (The Insurance Institute of Ireland) or equivalent

To apply for this role, please email recruitment@layahealthcare.ie with a copy of your CV and a cover letter and quote the job title in the subject line of your email.

At Laya Healthcare we value diversity and recognise the benefits it can bring to our team and our customer interactions. We celebrate difference and want our people to be representative of all communities.

If you require reasonable accommodation for any part of the application process, please let us know

Laya Healthcare Limited, trading as Laya Healthcare and Laya Life, is regulated by the Central Bank of Ireland. You will receive practical and financial support to achieve the Minimum Competency Qualification in Insurance which is a requirement in this role.

It has been and will continue to be the policy of Laya Healthcare to be an Equal Opportunity Employer. We provide equal opportunity to all qualified individuals regardless of race, religion, age, gender, gender expression, national and ethnic origin, membership of the travelling community, marital and family status, disability or any other legally protected categories.

At Laya Healthcare, we believe that diversity and inclusion are critical to our future and our mission – creating a foundation for a creative workplace that leads to innovation, growth, and profitability. Through a wide variety of programs and initiatives, we invest in each team member, seeking to ensure that our people are not only respected as individuals, but also truly valued for their unique perspectives.