

## JOB DESCRIPTION

<b>Job Title</b>	: Japan Service Payments & Appointments Executive
<b>Location</b>	: Japan
<b>Legal Entity</b>	: International SOS Japan, Ltd
<b>Reports Functionally To</b>	: JPP Lead
<b>Reports Administratively To</b>	: JPP Lead
<b>Works Closely with</b>	: Japan Providers; Japan RM; TPSS Manager; Senior Service Delivery Manager
<b>Direct Reports</b>	: 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 of 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.*

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Name & Signature of Employee

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Date

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Makoto Hanjo  
Head of TRICARE Services Japan  
International SOS Japan Ltd.,

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Date

Version: V1.0