

Case Manager Interview Questions

1. Share an experience when you applied new technology or information in your job. How did it help your company?

2. Describe a difficult claim you successfully settled. What methods did you use to settle it fairly and promptly?

3. Share an experience you had in dealing with a difficult person and how you handled the situation.

4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

5. Tell me how you organize, plan, and prioritize your work.

6. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

7. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

8. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

9. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

11. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

12. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

13. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the

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situation and outcome?
14. Would you consider analyzing data or information a strength? How so?
15. Provide an example when your ethics were tested.
16. Provide an effective technique you have used to ensure that adjusters follow proper methods.
17. Please share an experience in which you presented to a group. What was the situation and how did it go?
18. Share an experience in which you resolved a complex, severe exposure claim, using high service oriented file handling.
19. How do you effectively ensure that reserve activities are consistent with corporate policies?
20. What is the key to success when communicating with the public.
21. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
22. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
23. Provide a time when you dealt calmly and effectively with a high-stress situation.
24. Share an experience in which you found a claim which need further investigation in order to authorize payments. What methods did you use?
25. Provide an effective method you have used to ensure that claims are valid and that settlements are made according to company procedures.
26. Name a time when your patience was tested. How did you keep your emotions in check?

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27. Give me an example of when you thought outside of the box. How did it help your employer?

28. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

29. Tell me about your last experience documenting claim payments, reserves, and new claims. What is one thing you would like to improve?

30. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)