



Job Specification

Medical Bureau Claims Administrator

Employment status: Permanent

Reporting to: Bureau Manager

Location: KZN

About Healthbridge

As Healthbridge we exist to transform healthcare to enhance people's lives. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.

We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

About the team

HB Bureau is putting together an exciting, new, young and dynamic team that will play in the medical debt management arena (medical bureau)

This team will be spearheaded by individuals with over 20 years of experience in the area of healthtech and medical debt management. Our mandate is to launch a service based solution which is driven on the back of cutting edge healthtech, artificial intelligence and debt management processes. Our services are primarily focused on the private medical specialists market.

- The team will focus strongly on client delivery and at the same time make a difference in the lives of Drs and patients alike.

About Growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to become a specialist. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.

Joining the HB Bureau team places you in the unique position to be able to change Drs lives. Drs are

currently working around the clock treating patients. We at HB bureau take away the administrative burden from the Drs. Thus giving them time to spend with their families and loved ones.

Healthbridge is growing to become the a R1Bn leading HealthTech platform company that fuels better healthcare outcomes. High performing 'bridgians will grow with it!

About the Job

Role Purpose

- The Purpose of this role is to deliver an efficient , consistent and accurate administrative medical debt service to our clients. You will also provide the Doctors with monitoring and bureau reports that will allow him/ her to have real time data on the financial status of his practice. You will become his/ her trusted business partner ensuring that his cash flow is timous and that his/ her aged debt is at a minimum.



Description

- Ensure that all claims are accurate before they are submitted to the medical schemes
 - Clear claim rejections as soon as you are notified.
 - Reconcile and monitor all remittance advices
- Select correct scheme agreements so that the client is able to post the correct rates annually
- Follow - up on all outstanding claims
 - Re-submit outstanding claims that need fixing
- Maintain a low age analysis if not zero
- Follow up on short payments
 - Follow up on claims regularly with valid updates at each point of query
 - Keep constant communication open with the practice and the client
- Build and maintain relationships with clients
 - Monitor and maintain doctors databases with the assistance of BI reporting

Job Requirements

Qualifications & Experience

- Matric and relevant administrative qualification
 - G-Suite Experience is advantageous
 - 2-3 years Industry knowledge
 - Must have knowledge on PMB'

Knowledge and Skills



Technical Skills

- Professional Knowledge
- Computer Literacy
- Numerical ability
- Financial Awareness

Customer Focus

- Customer Service and Orientation
- Initiative and Commitment to Achieve
- Attention to Detail and Quality

Teamwork

- Team Orientation
- Excellent Communication Skills
- Diplomacy

Competences

- Personal Impact
- Presentation Skills
- Organizational Awareness
- Adaptability
- Continual Improvement
- Analytical Thinking
- Continuous Learning