



ROLES AND RESPONSIBILITIES

- Enhancing and maintaining good relationship with corporate clients to increase and sustain business.
- Identifying gaps in service delivery and give feedback to management towards effective & efficient service delivery.
- Monitoring, evaluating, and ensuring smooth referral handling from corporates and admitting doctors.
- Coordinate smooth execution of corporate operational guidelines to ensure effective service delivery and enhancing good corporate relationship.
- Minimizing bad debt by advising patients on alternate levels of care facilities and by ensuring proper bill allocation has been done.
- Verifying itemized bills – daily and assessing coverage with health insurers to ascertain that the patient is appropriately billed, resulting in satisfied corporates and facilitating the discharge process of patients.
- Coordinating with the corporate Patient Progression Managers and ensuring that they promptly respond to the hospital on all queries/requests/preauthorization, to eliminate financial declines/exhaustion of insurance cover.
- Working with the marketing team towards obtaining market intelligence and being abreast with the changes occurring in the environment affecting the Hospital's competitive position.
- Managing the institution's admission and discharge process and overall bed management.
- Monitor patients' turnaround time and apply corrective measures.
- Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

EDUCATION SKILLS AND EXPERIENCE

- Diploma in nursing or clinical medicine.
- 5 years' experience working in busy hospital or claims management.
- Minimum 2 years' experience in care coordination.
- Knowledge of insurance regulatory requirements and concepts.
- Knowledge of case management process and procedures.



- Professional qualification ACII/COP is an added advantage.
- Excellent communication and interpersonal skills, with a strong leadership aptitude.
- Awareness and sensitivity to diversity of culture, with excellent critical thinking and analytical skills.

CORE COMPETENCIES

- Leadership skills
- Drive and openness to learning
- Time management skills
- Interpersonal skills
- Patient care skills
- Basic counselling skills
- Effective decision making and judgement skills
- Research skills
- Analytical skills
- Attention to detail
- Planning and organizing skills
- Communication skills including presentation and facilitation skills
- Team working skills
- Accountability
- Integrity
- Confidentiality

