

Back Office Clerk X 2: Reference No: BOC0119

A position has become available at our Head Office. We invite suitably skilled applicants with a passion for a challenging job to apply. Samwumed is committed to the transformation in Southern Africa and invite all qualifying applicants to apply.

KEY PERFORMANCE AREAS WILL INCLUDE, but not be limited to:

- Investigate provider/member queries from client services, sales and servicing consultants as well as brokers and membership department
- Referral of clinical motivations to Medical Advisor.
- Process, reverse and/or re-process all claims submitted
- Accurately load authorisations in the form of system filters
- Loading of flags on member/provider records
- Filter queries to the Scheme's 3rd party providers as required by the service level agreement.
- Conduct and conclude CMS cases as per protocol

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Senior Certificate (NQF4)
- 2 – 3 years claims assessing experience in a medical environment.
- Knowledge of medical aid rules
- Good Understanding of PMB. .
- Good communications and interpersonal skills are essential.
- Computer literacy essential.

COMPETENCIES:

- Concise and accurate communication and proficiency in English and second home language (written, verbal and presentation)
- Solid understanding of claims procedures/processes and administration.
- Above average understanding of ICD-10,RPL and Specialist billing rules
- Medical Schemes knowledge of benefits, processes.
- Good understanding of PMB
- Ability to be creative , innovative and problem solver with collaboration and inclusiveness
- Strong customer service skills, can work under pressure
- Good telephonic skills
- Strong ability to multi-task and prioritise
- Analytical skills
- Good computer skills e.g., Microsoft Office, e-mail
- Flexibility to work after hours
- Good time management

A competitive remuneration package is excellent Pension, Medical aid, Housing or Rental allowance and Performance bonus.

How to Apply?

Forward a detailed CV and a covering letter accompanied by certified copies of your qualifications, at least two contactable referees and a copy of your ID.

An application which does not contain **all** the requested information and/or does not meet the requirements will not be considered. Please quote our reference number on all applications.

Send applications to: recruitment@samwumed.org

For information about the scheme, visit www.samwumed.org

The Scheme reserves the right not to make an appointment. Should you not hear from us within two weeks of the closing date, please regard your application as unsuccessful.

SAMWUM+ED

Real Heritage. Real People. Real Health Care.

CLOSING DATE: 14 February 2019 at 16h00
