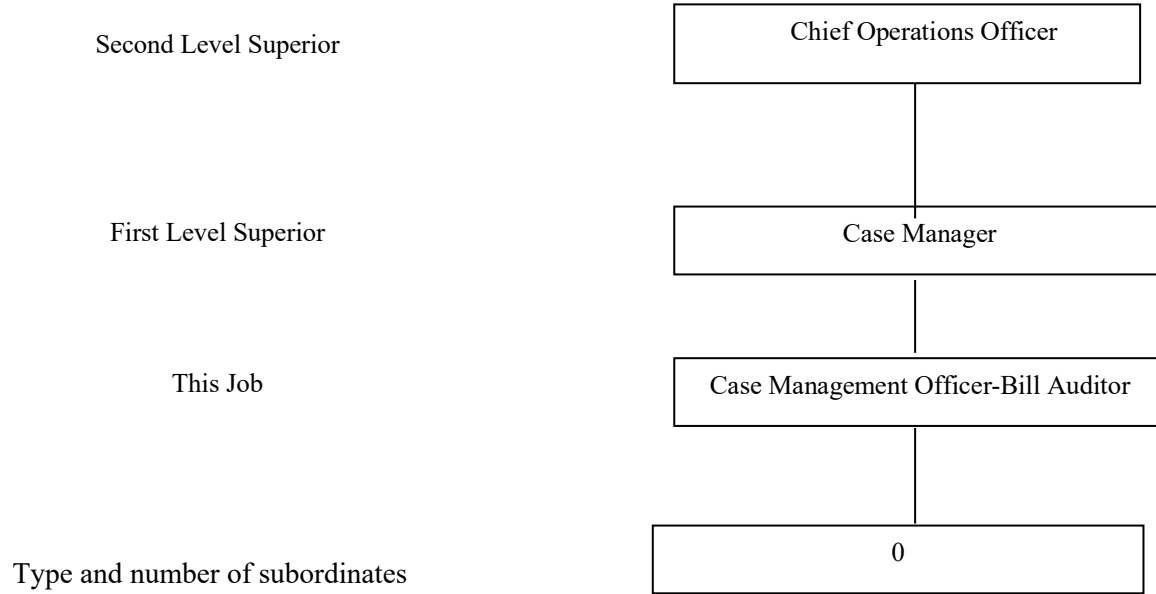




JOB DESCRIPTION			Division: Operations Division	Department: Case Management
Job Title:	Bills Auditor Officer	Ref No.: _____	No. Of Incumbents: _____ 1 _____	Date Described: _____
Main Purpose of Job:	To utilize clinic expertise to plan, coordinate and conduct pre- and post-service claim audits to ensure accuracy of billed charges guided by the Statutory limits.			
Required Minimum Education/ Training:	Bachelor of Nursing Science.			
Required Minimum Work Experience, Skills & Attributes:	Strong interpersonal skills with an approachable personality and empathetic. Excellent report writing and organizational skills. Extensive knowledge of medical coding systems. Thorough working knowledge of medical billing practices or health claims processing. The ability to read and comprehend medical terminology. Strong computer skills, attention to details, understanding Statutory limits, conceptual and problem-solving skills, good negotiating skills, team work, driving skills, ability to represent the company externally with key stakeholders A minimum experience of five (5) years in Nursing Science in clinical/hospital environment and three (3) years in Clinical Case Management inclusive of 3 years' experience in Bills Auditing & Coding.			

ORGANIZATION STRUCTURE



KEY PERFORMANCE/RESULT AREAS & KEY TASKS

Key performance area	Tasks/Duties and Inputs	Standards of performance/Indicators	How often? % of job
<p>1. Verification of claims</p>	<ul style="list-style-type: none"> • Conduct coding audits and assessment of claims, ensure correct diagnostic codes are paid for. • Conduct claims audits to determine if claims adhere to specific provider and the Fund’s Memorandum of Understanding. • Review and compares itemized bills, hospital updates to identify discrepancies i.e. to make sure there is no duplication of bills. • Ensure that medical records, and other documents essential to proper billing are in compliance with company policy. • Apply nursing expertise to ensure compliance with medical policy, medical necessity guidelines and accepted standards of care. • Examine medical records to ensure that patient bills are correct and making sure that claims comply with regulations. • Review treatment plans and guide. 	<ul style="list-style-type: none"> • Correct payments of claims • Correct corresponding codes with charges 	<p>60%</p>
<p>2. Monitoring of service provision</p>	<ul style="list-style-type: none"> • Maintain appropriate cost and excellent records of client’s treatment. • Continuous communication with service providers for daily updates of claimant condition to plan determine the cost of treatments. • Perform on-site medical records reviews at hospital or rehabilitation centers. • Effectively communicates with providers throughout the audit and reporting process. • Advocate for claimants and ensure proper interventions are implemented. • Facilitate and coordinate interdisciplinary approach for high quality and cost-effective care. • Verification of pre-authorizations • Stakeholder management. 	<ul style="list-style-type: none"> • Make sure the Fund is paying for services rendered • Ensure the Fund is receiving the correct services as the MoU • Reports. 	<p>20%</p>
<p>3. Consolidation of audits reports</p>	<ul style="list-style-type: none"> • Develop written audit findings and writes audit reports. • Create analyses of findings to identify areas of risk and opportunities for improvement. • Ability to interpret and priorities on interventions on the treatment plans. 	<ul style="list-style-type: none"> • Risk reduction • Improvement in interventions 	<p>20%</p>

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APPROVED BY

CORPORATE EXECUTIVE

DATE JULY 2020

The following set of **TECHNICAL SKILLS** is the library designed to indicate what we need within the **Case Management** department to be successful in the job.

SELECT 6 SPECIFIC SKILLS NEEDED TO BE SUCCESSFUL WITHIN THE DEPARTMENT

Consulting		Auditing		Networking	
Verbal Reasoning		Memory		Learning aptitude	
Numerical Reasoning		Telephone Etiquette		Perceptual skills	
Negotiation		Filing & Organising		Spatial awareness and monitoring	
Legislation and design		Risk analysis		Checking and controlling	
Training and development		Strategy design and execution		Cost management	
Diagnostic and analytical		Root cause analysis		Attentiveness	
Recruitment and Selection		Critical reasoning		Hand-eye coordination	
Evaluation and interpretation		Budgeting and forecasting		Emotional intelligence	
Professional Conduct		Employee Relations		Reaction speed	
Report writing		Supplier relationship skills		Multi-tasking	
Business optimisation		Trouble shooting		Taxation	
Talent Management		Administrative skills		Quality orientation	
Social interaction		Investigation		Research	
Performance management		Projection		Education and facilitation	
Discipline and grievance		Presentation		Graphic communication	
Industrial relations		Gatekeeping		Legal application	
Conflict management		Creativity		Packaging of information	
Complex problem solving		Liaising with stakeholders		Policy procedure and development	