



Job specification

Bureau Supervisor

HB Bureau Operations

Employment status: Permanent

Reporting to: Bureau Operations and Retention Manager

Location: Durban

About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative HealthTech 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.



Role purpose

The Purpose of this role is to ensure the smooth running of the Bureau team on a day-to-day basis and to manage the administrative / support staff in the Bureau team. The Bureau Supervisor has overall responsibility to effectively and efficiently manage the team, to provide superior bureau services and build excellent relationships with service providers, thereby ensuring the retention and support of the business strategy.

Description

- Daily analysis and monitoring of client data
- Management of the debt process to ensure alignment of deliverables to business' expectations
- Monitoring efficiencies of staff and their work process
- Monitor all staff interactions with clients and ensure that we are meeting our value proposition
- Confirming that claims are flagged and queried correctly
- Confirming that remittances are allocated on time
- Continuous performance assessments
- Identifying under performers and following protocol on bringing them up to speed
- Conflict management
- Log tasks for issues that arise of which needs to be attended by other departments
- Test tasks that come back with feedback timeously and supply feedback internally on time and to clients promptly
- Regular customer contacts for courtesy calls
- Complaint handling
- Visits to clients with the Administrator if need be
- Identification of poor work performance and actioning disciplinary protocol
- Motivating the team to perform well
- Managing the staff record of all communication to the clients
- Ensuring that all the required reports are sent to clients
- Training new staff and ongoing training of existing staff
- Following up on the FH Inactive clients

Job requirements

Qualifications and experience

- Matric and relevant administrative qualification
- Google Workspace experience is advantageous
- 5-10 years Industry knowledge

Knowledge and skills

- Professional Knowledge
- Computer Literacy



- Numerical ability
- Medical Coding knowledge (ICD10 codes, tariff codes, billing rules set out by SAMA)
- Understanding of billing rules and interpretation of coding set out by SAMA
- Knowledge on PMB's is essential

Behavioural Competencies

- High attention to detail
- Analytical
- Able to deliver accurate and high quality work under pressure
- Excellent communication skills
- Strong presentation skills
- Customer-centric
- Able to work independently and as part of a team
- Adaptable
- Continuous learning mind-set
- Team work

