



Job specification

Anaesthetic Claims Administrator

HB Bureau Claims Admin Team

Employment status: Permanent

Reporting to: Bureau Supervisor

Location: KZN

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 a dynamic team that plays in the medical debt management arena. We provide 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. We strive to 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 deliver an efficient, consistent, and accurate administrative medical debt service to our clients. You will focus strictly on post-billing administration, using your knowledge of anaesthetic billing to drive claim resolutions. You will serve as the primary point of contact for the doctors for any queries or requests they may have. Additionally, you will provide the doctors with monitoring and bureau reports that will allow them to have real-time data on the financial status of their practices. You will become a trusted business partner to the doctors, ensuring their cash flow is timeous and their aged debt is kept to a minimum.

Description

Key responsibilities include:

- Apply anaesthetic billing knowledge to accurately resolve complex medical aid queries and ensure outstanding claims are paid.
- Investigate and attend to claim rejections timeously.
- Reconcile and monitor all remittances.
- Collaborate with the Anaesthetic Billing Administrator for claims adjustments.
- Follow-up on all outstanding claims regularly with valid updates at each point of query.
- Maintain the age analysis, ensuring claims are paid and reconciled timeously while recording detailed notes for transparency.
- Follow up on short payments.
- Keep constant communication open with the practice and the client.
- Build and maintain relationships with clients.
- Monitor and maintain doctors' databases.

Job requirements

Qualifications and experience

- Matric.
- A relevant administrative qualification is advantageous.
- 2 to 3 years industry experience is essential.
- Strong working knowledge of anaesthetic billing and coding parameters.
- Must have knowledge on PMBs.



Knowledge and skills

- Strong problem-solving skills.
- High level of computer literacy.
- High level of numeracy to ensure accurate reconciliation.
- Google Workspace experience is advantageous.
- Ability to compile simple, clear claim data to assist with SAMA queries and CMS escalations.

Behavioural Competencies

- High attention to detail to identify possible claim resolution options.
- Client-centric focus with a strong commitment to service excellence.
- Excellent communication and interpersonal skills for effective collaboration with the Anaesthetic Billing Administrator.
- Strong commitment to following standard operating procedures, established frameworks, and best practices.
- Able to align with the departmental vision and execute tasks according to established operational strategies.
- Resilient, adaptable, and able to work effectively within a team environment.
- Ability to accurately interpret and follow detailed instructions.
- Continuous learning mind-set.

