



Job specification

Prescribed Minimum Benefit (PMB) Specialist

HB Bureau Claims Admin Team

Employment status: Permanent

Reporting to: Bureau Operations and Retention Manager

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 take complete ownership of the end-to-end Prescribed Minimum Benefit (PMB) claims process, ensuring full legislative compliance and securing maximum rightful reimbursement for the practice. You will be acting as the central authority on PMB processing, taking over complex claims the moment they are flagged, bridging the gap between clinical providers, medical schemes, and regulatory bodies. The PMB specialist will resolve payment discrepancies, obtain necessary clinical motivations, and drive rigorous escalation processes up to the Council for Medical Schemes (CMS) to ensure claims are funded correctly according to PMB legislation.

Description

Key responsibilities include:

- Intercept and take immediate ownership of claims from the administration team once a PMB claim has received initial payment and is flagged for PMB review.
- Accurately complete and submit all required PMB application forms, and scheme-specific documentation.
- Refer any claims not meeting the PMB criteria back to the administrator.
- Liaise directly with surgeons and treating providers to obtain accurate clinical notes, ICD-10 codes, and supporting documentation required to prove the PMB status of a claim.
- Hold medical schemes accountable to their stipulated review periods by executing scheduled, timeous follow-ups on all PMB escalations the moment a scheme's specific turnaround time expires.
- Escalate unresolved disputes and queries to the Principal Officer (PO) of the respective medical scheme when standard operational channels fail to resolve the PMB claim.
- Prepare, lodge, and manage formal complaints with the Council for Medical Schemes (CMS) for claims where the medical scheme is acting in contravention of the Medical Schemes Act regarding PMB obligations.



Job requirements

Qualifications and experience

- Matric, with a relevant administrative qualification being highly advantageous.
- 2 to 3 years industry experience is essential.
- Thorough knowledge of the PMB process is essential.

Skills

- High level of computer literacy and a high level of numeracy.
- Ability to compile simple, clear claim data for scheme queries and CMS escalations.
- Tenacity - The ability to push back against medical aids and their rejections.
- Proficient typing skills.
- Strong analytical and problem-solving skills.
- High attention to detail.

Behavioural Competencies

- Client-centric focus with a strong commitment to service excellence.
- Excellent communication skills.
- 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 as well as independently.
- Ability to accurately interpret and follow detailed instructions.
- Continuous learning mind-set.
- Ownership mind-set.
- Adaptable and comfortable navigating change, this role will continue to evolve during the startup phase.
- Ability to critically review existing processes with a view to continuous improvement.