



## JOB DESCRIPTION

### GLOBAL MONITORING OFFICER

#### DESCRIPTION

The Global Monitoring Officer is responsible for the monitoring of claims processing.

#### DUTIES AND RESPONSIBILITIES

##### Claims processing expert

- To obtain and maintain an overall understanding of the pharmacy, doctor, public and private hospital products offered by MediKredit and related industry issues.
- To ensure a full understanding of all applications, files, processes in place throughout MediKredit relating to pharmacies, doctors, public and private hospitals.
- Knowledge of the pharmacy, doctor, public and private hospital product to be able to think laterally regarding how a specific situation /s will affect the product and or associated applications, files, processes and be proactive in delivering identified and deliverables.

##### Business owner of monitoring and operationalisation

- To review the current methodology for monitoring and operationalisation throughout MediKredit, thereafter refining and implementing new processes where appropriate.
- To own the processes updating and continually improving the current monitoring processes, reporting and tools.
- To be proactive in applying methodology to ensure all monitoring is effective and errors identified immediately before the client informs MediKredit and the processes are fully operationalised and effective.

##### Sub project management

- Involved in selected projects within Medikredit,
- To be familiar with the project from the beginning to end linking the pharmacy, doctor, public and private hospital products, and applications in mind,
- Submit necessary documentation as required for specific area /s involved.



- Give product input, including monitoring and operationalisation, to communicate and train the respective areas affected by the project, adhoc or implementation.
- Drive the successful operationalisation of the project from an operation perspective
- Drive incidents to closure

#### Monitoring transactions daily

- Daily monitoring of the transactions and effective reporting of results.
- Analyse current monitoring tools, to identify, drive and implement more effective monitoring via new tools within area and throughout other operational areas.
- Proactively identify required monitoring and ensure monitoring is in place and results are distributed to close the loop.
- Drive any monitoring related issues to closure in the shortest possible time, including scheduling meetings to get the interested parties together to meet the required turnaround times.

#### Rejection and reversal analysis

- Identify, drive, and implement a long-term solution relating to rejections and reversals.
- Analyse current and historical rejection / reversal rates.
- Review the driving force behind these rates.
- Identify a benchmark for acceptable levels of rejections and reversals (this could vary)
- Put in place acceptable means of continuous monitoring and proactive identification of deviation.
- Drive improvement and reduction via training new processes to reduce the rejection / reversal rates once the above points achieved.

#### EXPERIENCE AND QUALIFICATIONS REQUIRED

- Matric
- Bachelor's degree in a related field.
- Healthcare claims processing experience
- Business analyst / project management experience
- Product knowledge and management
- Relationship management
- Assessment, development, and implementation of controls
- Experience in the interrogation of data bases



### **KEY COMPETENCIES AND SKILLS**

- Strong attention to detail
- Strong communications skills
- Excel, Access, reporting tool.
- Analytical
- Project management / business analytical skills
- Ability to think laterally.
- Ability to tackle problems logically and methodically.
- Driving issues to closure utilising necessary means.

### **COMPUTER LITERACY**

- Proficiency with Microsoft Office
  - Excellent proficiencies with Excel, Word, and PowerPoint.

### **WORK REQUIREMENTS**

- The position will be based in Sunninghill.
- Suitable applicants are to send CV's to [jobs@universal.co.za](mailto:jobs@universal.co.za)

### **THE EMPLOYMENT EQUITY APPROACH OF UNIVERSAL HEALTHCARE BROADLY AIMS TO:**

- Foster diversity in the workplace.
- Promote equal opportunity and fair treatment in employment through the elimination of all forms of unfair discrimination.

### **REMUNERATION**

- A competitive salary and benefits will be negotiated, consistent with experience and the role and responsibilities of the position.