

## JOB DESCRIPTION

### PROVIDER LIAISON SPECIALIST

**REPORTS TO:** CLINICAL GOVERNANCE AND PROVIDER RELATIONS MANAGER

#### DESCRIPTION

The purpose of this role is to ensure operational excellence is achieved. The Provider liaison Specialist will be responsible for serving the client's membership, ensuring a seamless and pleasant interface experience. The role involves managing all operational and technical queries encountered by the customer, with a focus on timely incident resolution in adherence to agreed-upon timeframes.

#### DUTIES AND RESPONSIBILITIES

##### Provider relationship Management:

- Build and maintain strong relationships with healthcare providers, including physicians, pharmacies and other healthcare professionals.
- Serve as the primary point of contact for providers, addressing inquiries, concerns, and fostering a collaborative partnership.
  - Attend provider meetings and provide feedback.
  - Attend Roadshows as per the Road-Shows schedule.
  - Assist in the development of methods to obtain provider feedback.
  - Assist in the writing of regular reports on provider experience.
  - Train providers on MK processes and systems.
  - Ensure that Key Account Providers are always up to date with MediKredit Information (scheme list, etc)
- Ensure compliance with contract terms and address any contractual issues in a timely manner

##### Performance Monitoring and Incident Management

- Monitor provider performance against established key performance indicators (KPIs).
- Implement strategies to enhance provider performance and satisfaction.



- Investigate and resolve all relevant queries and provide detailed feedback in the shortest time possible.
- Address and resolve provider-related issues promptly and effectively.
- Collaborate with internal teams to implement corrective actions and prevent recurring issues.
- Assist in the analysis and reporting of incident trends.

#### Provider Education and Onboarding

- Coordinate and facilitate provider education and onboarding programs.
- Ensure providers are well-informed about policies, procedures, and available resources.

#### Fraud Waste and Abuse

- Report on top providers FWA outlier cases as per SOP.
- Assist in the preparation of reports and analysis of audits and investigations.
- Assist Clinical Governance and Provider Relations Manager in identifying possible fraud waste and abuse (FWA) committed by providers.
- Investigate providers identified as outliers.
- Ensure that the FWA SPN tracking sheet is updated monthly and quarterly.
- Conduct a script audit on a quarterly basis

#### Collaboration with Internal Teams

- Work closely with internal teams, including network development, claims, and customer service, to enhance overall provider satisfaction and streamline processes
- Support the team with other tasks as and when required to ensure Team Success.
- Support the sales efforts of the MediKredit team by identifying and influencing client needs and priorities.
- Provide support for the investigation of serious incidents.
- Comply with all Departmental and Company Policies and Procedures.
- Attend all departmental meetings to stay abreast with matters affecting the department/industry.



### **EXPERIENCE AND QUALIFICATIONS REQUIRED**

- Matric
- Bachelor's degree in IT or Post Basic Pharmacy, or a related field is advantageous.
- Proven experience in a provider relation, network management, or a related role within the healthcare industry.
- In-depth knowledge of healthcare regulations, policies, and reimbursement processes.

### **KEY COMPETENCIES AND SKILLS**

- Strong negotiation and contract management skills.
- Excellent communication, interpersonal, and problem-solving skills.
- Strong product knowledge of Medical Schemes
- Proficiency in Microsoft Office packages (Word, Excel, PowerPoint, Outlook)
- Strong analytical skills – problem solver
- Attention to detail, planning, prioritisation and follow-up.
- Ability to work under pressure.
- Assertiveness, persistence and independence

### **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.