

Assistant Manager, Case Management at Minet Kenya

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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Minet is a trusted pan-African advisor that meets the uncertainties of tomorrow by delivering risk and human capital solutions today. As the largest Aon Global Network Correspondent, Minet has access to a network of over 50, colleagues in countries as well as proprietary data, research and analytics which enable us to manage and secure the risks of tomorrow and provide clients with an unrivalled advantage.

Purpose for the Job

The main purpose for the job is to ensure that Minet clients receive quality healthcare at the most reasonable cost, enhance customer experience and offer clinical support to the business.

Duties and Responsibilities

Supervise and support pre-authorization and care management functions to ensure accurate decisions on levels of care and appropriate treatment to patients. Ensure timely adjudication and issuance of approval letters as per policy guidelines. Ensure that all admitted patients are visited and case management process is compliant to ISD protocol. Management of Special Cases & Arbitration. Management of ACOS & ALOS. Manage local and abroad evacuations.

Cost containment. Enforcement of rates. Discount negotiations. Client advisory. Step down management, Discharge planning, Homecare management.

Call Centre Management – Effective management of the 24-hour call centre. Ensure seamless access to care. Professional, accurate and timely responses to clients. Attend to

customer feedback/complaints
Timely escalation and reporting of any incidences
Maintain desired call drop rate

Enhance Customer Experience
Establish and maintain good relationships with internal and external stakeholders such as health care service providers, insurers, contracted providers etc.

Referral to CDM Programs – process management

Preparation of relevant management/ business reports

Provide direction, coaching, mentorship and motivation to the direct reports and their team members

Any other duty as may be assigned by the supervisor

Key Competencies

Knowledge And Skills Required

Clinical /medical background & knowledge

Data analytics & computer literacy

Time management

Excellent verbal and written communication skills

Solution oriented

5 years of experience in health insurance operations 3 of which must be in a managerial role

Professional and Academic Qualifications

The job holder must possess:

BSc. Nursing , Clinical Medicine, B.Sc. Health systems management

Professional qualification in insurance will be an added advantage

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