

## Care Assessor at APA Life Assurance Company Ltd

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Company: JobWebKenya

Location: Kenya

Category: other-general

### Job Description

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This position is responsible for managing the client's benefits as per the policy and responding to clients queries through email/telephone.

### KEY PRIMARY RESPONSIBILITIES

Reviewing and issuing pre-authorization.

Handling the 24-hour call center (cell phones /office lines) and responding to clients' queries as they arise.

Interacting with clients, brokers, clinicians, APA relationship officers, and schemes HR's as required to resolve problems/update progress in a manner consistent with the principles of the policy.

Conducting hospital visits to assess patient's care throughout the continuum of care for diagnosis/procedures as well as maintaining the client's /provider relationship.

Reporting adverse occurrences relating to clients' management, and policy with appropriate action to ensure compliance with quality patient care.

Coordinating step-down management and referrals for all clients with chronic diseases

Participating in health talks/wellness camps and service meetings

Participating in company CSR and brand-building activities in liaison with other departments.

## REQUIREMENTS

### ACADEMIC QUALIFICATIONS

Bachelor's degree/Diploma in relevant field

### JOB SKILLS AND REQUIREMENTS

Team player with strong interpersonal and persuasive skills

Good Communication and interpersonal skills

Good analytical skills and keenness to details

Excellent Negotiation skills

Effective decision maker

### PROFESSIONAL QUALIFICATIONS

Any Relevant professional qualification

### EXPERIENCE

At least 4 years of relevant experience

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