

Senior Claims Officer – Medical Department (FAK) at Absa Bank Limited

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Job Description

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Absa Bank Limited (Absa) is a wholly owned subsidiary of Barclays Africa Group Limited.

Absa offers personal and business banking, credit cards, corporate and investment banking, wealth and investment management as well as bancassurance.

Job Summary

To deliver claims related administrative support services through the execution of predefined objectives as per agreed standard operating procedures.

Responsibilities

Claims vetting and approval (90%)

Receiving and registering incoming claims.

Claims adjudication.

Analysing all patients' claims (In terms of completeness, validity, clinical) and processing them for payment.

Examining and confirming member benefits, entitlements and exclusions.

Preparing member statements (on request) for clients regarding their policy benefit utilisation status.

Preparing payment remittances and credit notes where applicable.

Liaising with providers on claims queries.

Oversee daily operations in medical claim section.

Customer service, provider negotiations and reconciliation (10%)

Handling customer queries (walk-in, phone & e-mail) regarding claims and payments.

Assist in reconciliation and attending reconciliation meetings with the providers.

Review of provider's charges and negotiating for better rates and packages.

Requirements

Academic & Professional Qualification

Bachelor's degree in pharmacy /Clinical Medicine /Nursing

COP (certificate of proficiency in Insurance) & ACII will be an added advantage.

Relevant work experience.

At least 4 – 5 years' experience in a busy insurance related field.

Strong analytical skills required.

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