

Officer, Health Insurance

Job Title:	Officer, Health Insurance
Directorate/Division:	Health and Employee Benefits
Section/ Unit:	Health Insurance
Location:	Nairobi
Reports to:	Senior Officer, Health Insurance
Direct Reports:	<ul style="list-style-type: none"> • None
Job Grade:	N/A
Job purpose:	This position is responsible for case management, chronic disease management and health provider relations.
Key duties and responsibilities:	<ol style="list-style-type: none"> 1. Respond to customer queries and provide appropriate solutions including attending and visiting clients to discuss renewals, new business, enquiries, updates, claims. 2. Hospital approvals, responding to medical helplines, hospital visits, facilitating admissions and discharges 3. Provider panel vetting and accreditation of medical providers. 4. Facilitating client's health talks, member education and medical camps. 5. Provide information for the preparation of the annual budget and workplan for the medical business. 6. Medical claims vetting, approvals and hospital payment process. 7. Responsible for management and administration of funded schemes with full compliance of signed Service Level Agreements. 8. Responsible for ensuring that funding level and replenishment requirements are fully adhered to. 9. Responsible for ensuring hospital and service provider accounts are regularly reconciled and timely sign-off before new periods. 10. Ensure policy documents, endorsements and other relevant documents are received and delivered to clients on time. 11. Review and approve renewal slips, and debit notes before dispatch to clients for client business. 12. Review and approve renewal register and utilization reports for both insured and funded schemes 13. Perform any other duty as may be assigned from time to time.
Knowledge, experience, and qualifications required	
Academic & Professional Qualifications/Memberships to professional bodies:	
<ol style="list-style-type: none"> 1. Bachelor's degree or Diploma Clinical Medicine or Registered Nursing 2. Professional insurance qualifications – ACII/AIIC certification -Added advantage 3. Business related study- added advantage 	
Experience Required:	

1. At least five (5) years relevant experience in a similar organization or busy function

Role Competencies

Technical Competencies:

1. Presentation and public speaking skills
2. Medical benefits management
3. Fund Administration
4. Basic knowledge of IRA regulations

Behavioural Competencies:

1. Customer Focus
2. Cultivate Innovation
3. Drives Results
4. Collaborates
5. Action Oriented
6. Technology Savvy

Key Stakeholders

Internal:

1. All departments

External:

1. Insurance regulators
2. Third party service providers
3. Customers

