



Job Ref. No: JHIL080

Position: Senior Medical Claims Assessor – Inpatient Claims

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi, and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for a **Senior Medical Claims Assessor – Inpatient Claims** within **Jubilee Health Insurance Limited**. The position holder will report to the **Assistant Manager – Inpatient Claims** and will be based at our Head Office in Nairobi.

Role Purpose

The job holder will be responsible for ensuring efficient processing and assessment of inpatient medical claims within the organization and ensuring accurate assessment and processing of medical claims, ensuring fair and efficient reimbursement while maintaining compliance with regulatory guidelines and adhering to company policies.

Main Responsibilities

Strategy

1. Support the development and implementation strategies to optimize the claims assessment process and enhance efficiency.
2. Identify areas for process improvement and make recommendations for streamlining workflows.
3. Stay updated with industry trends and changes in healthcare regulations to ensure compliance and mitigate risks.

Operational

1. Review and assess medical claims, verifying the accuracy of information provided.
2. Apply knowledge of medical procedures, diagnoses, and coding systems to determine the validity and eligibility of claims.
3. Evaluate medical records, invoices, and other relevant documentation to determine the appropriateness of reimbursement.
4. Communicate with healthcare providers, policyholders, and internal teams to gather additional information or clarify claim details.
5. Adhere to predefined timelines and service level agreements for claims assessment and resolution.
6. Collaborate with internal teams such as underwriting, finance, and customer service to address claim-related queries and issues.

Corporate Governance

1. Ensure compliance with company policies, procedures, and regulatory guidelines.
2. Maintain confidentiality and handle sensitive information in accordance with data privacy laws and regulations.
3. Adhere to ethical standards and maintain professional conduct while dealing with confidential or sensitive matters.

Key Competencies

1. In-depth knowledge of medical terminology, healthcare procedures, and coding systems.
2. Strong analytical and problem-solving skills.
3. Attention to detail and ability to maintain accuracy while processing complex information.
4. Excellent communication and interpersonal skills.
5. Ability to work independently and manage time effectively.
6. Critical thinking and decision-making abilities.
7. Knowledge of insurance industry practices and claim adjudication processes.
8. Adaptability and flexibility to handle changing priorities and work in a fast-paced environment.

Qualifications

1. Bachelor's degree in a business, insurance or clinical related field
2. Good understanding of the concepts of medical insurance
3. Proficient in the use of Microsoft office suite and packages
4. Proficient in use of Actisure system

Relevant Experience

Minimum of 4 years' experience in a similar role.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 20th March 2024

Only shortlisted candidates will be contacted.