



VACANCY

Nurse Call Centre Agent

Unity Health is a well-established primary healthcare provider in the South African market. Our mission is to offer primary healthcare insurance solutions to the vast majority of South Africans who are unable to afford medical scheme coverage. We have an opening for a Nurse Call Centre Agent to join our Clinical team who will be the liaison between Unity Health, providers, and members.

1. Job title: **Nurse Call Centre Agent**
 2. Qualifications:
 - Matric
 - Enrolled Nurse / Enrolled Nursing Auxiliary
 - Valid membership of SANC
 3. Skills and Experience:
 - At least 2-3 years' experience in a similar role
 - Excellent clinical and risk management knowledge
 - MIP Application System experiences an advantage
 - Sound understanding of the South African Health Industry, benefits, etc.
 - ICD codes, modifiers and RPL tariff knowledge and understanding
 - Ability to liaise with external parties – clinicians and members
 - Ability to work within an established team
 - Excellent oral and written communication skills
 - Customer-centric attitude
 - Excellent analytical skills and pays attention to detail
 - Computer literate - MS Office suite, i.e., Word, Excel, PowerPoint, Outlook
 - Ability to lead a team with minimal supervision
 - Pays attention to detail
 - Knowledge of The Protection of Personal Information Act (POPIA) and the ability to apply this in customer services.
- Scope of Responsibility:
- Delivering a cost-effective Managed Healthcare service
 - Effective Customer Service delivery
 - Deliver an effective call centre service in order to achieve member satisfaction
 - Responsible for incoming calls from Network GP rooms and members
 - Clinically assess members and triage accordingly
 - Where triage allows it, pre-authorise for physical GP consultation
 - If triage does not allow a physical GP consultation, refer the member to the correct sub-category, for example, Intercare, Pharmacy Nurse Clinic, and Reality Wellness

- Manage clinical risk by promoting sound principles and strategies to decrease GP claims over utilisation
- Perform clinical audits on authorised GP claims and ensure the ICD-10 code(s) match the symptoms provided
- Classify and prioritise risks based on the frequency of member visits to a provider
- Ensure efficient Customer Service and compliance with agreed SLAs
- Manage and maintain data integrity and update accordingly where necessary
- Ensure all enquiries are resolved according to the business standard business rules while costing factors are maintained
- Ensure that all calls and cases are fully and clearly recorded on the MIP system accordingly
- Escalate any concerns or matters that will result in unsatisfied customer service
- Any other duties as assigned by your manager from time to time.

5. Reporting to: Nursing Call Centre Supervisor
6. Changes: The company reserves the right to change this job description at its sole discretion from time to time.
7. Applications: hr@ambledown.co.za
8. Closing date: 28 October 2023