Role profile

Role title	Credit Controller
Division	Hospital Division
Location	Netcare Kingsway Hospital
Reporting structure	Reception Manager

Role summary

The Credit controller (WCA/Private/Foreign) is responsible to ensure that all COID, private and foreign cases meet the admission criteria and is responsible for; employers incident report (WCL4), first medical report (WCL2), the collation, scanning and attachment of all the necessary supporting documentation, through successful engagement with all relevant stakeholders in a timely and professional manner to ensure the successful collection of proceeds due.

Key work output and accountabilities

Quality management systems and patient satisfaction

- Ensure compliance to CSA scores applicable to area, understand deviations, assess new ideas, implement an action plan with manager and report on outcomes (Triple Aim).

- Analyse error report on a weekly basis and action errors accordingly.

- Agree and Implement action plans to ensure continuous business process and quality improvements.

Governance and patient financial risk management

- Actively participate in achieving hospital WCA/private/ foreign Debtors Sales Outstanding targets.

- Ensure compliance to Netcare's standard operating procedures applicable to credit control.

- Upon admission, and where applicable, process Medical Aid co-payment write off journals based on approvals received from Hospital General Manager – Addition

- Adhere to patient privacy protocol in line with the Netcare standard operating procedure.

- Provide proper explanation of Netcare's terms and conditions, as required by Consumer Protection Act.

- Comply with medical regulations with regard to P1 and emergency / trauma admissions.

Optimum operational efficiency

- Ensure all patient demographic information is accurately captured and in accordance with the Netcare standards.

- Ensure all associated documentation has been collected, filed and stored as per the Netcare standard operating procedures.

- Manage and monitor daily the COID worklist in SAP – Addition

- Obtain all necessary COID documents required for effective registration and submission of claims.

- Cooperate with the shared services team to ensure completion of the COID work flow process from registration to final billing and address all related queries.

- Ensure accurate completion of COID accident screen.

- Ensure the correct insurer has been captured.

- Analyse the registration report daily and action errors accordingly.

- Download and print daily international medical aid PIP report, validate guarantee of payment and admission information and ensure correct input.

- Continuous follow up while patient is in hospital e.g. liaison with relevant parties when funds are exhausted.

- Liaison with translator to communicate to patients (where applicable).

- Contact international funder to revalidate the GOP when funds are exhausted.

- Address all queries from patients under international medical aid, and assist patients in contacting embassy's or relatives to arrange funding.

- Download and print daily private patient PIP report, identify interim balances and make arrangements and follow up with guarantor for payment.

- Ensure follow up on any co-payments during patients stay.

- Follow up with billings team to expedite billing for international private cases.

- Assist and address all patient and hospital queries regarding walk- ins.

- Review patient satisfaction surveys and relevant reports regularly and engage with patient administrators for continuous improvement.

- Ensure that all new births are registered and all related queries are dealt with.

- Continuous follow up with parents to register baby on medical aid and inform relevant parties once authorisation is obtained.

- Obtain all necessary information from the doctor's room and complete estimations for reception manager and/or Finance manager to sign.

- Explain and discuss estimated costs letters with patients, retain copies on files and deal with related queries.

- Private Credit controller to assist Finance to identify all Private, Foreign and Patient payments without reference numbers on the daily Hospital bank statement for allocation.

- Monitor and liaise with the relevant parties that after hour payments taken for other service providers are paid over according to the agreed turnaround time.

- Adhoc collection steps in relation to private portions, as may be required.

Build and maintain stakeholder relationships

- Attend to patient queries in a professional, empathetic and timely manner.

- Demonstrate visible positive interaction with internal and external stakeholders while upholding the Netcare values.

- Work effectively and co-operatively with others to establish and maintain good working relationships that are mutually beneficial.

- Develop collaborative relationships to help accomplish work goals.

- Participate in monthly meetings to discuss issues and give feedback.

Teamwork

- Actively participate as a member of a team to achieve goals.

Personal and professional development

- Assume responsibility for own personal and professional development.
- Keep up to date with Netcare's evolving policies and procedures.

Skills profile

Education

- Grade 12 / Matric or equivalent of NQF Level 4 Qualification is essential.

Work experience

- Previous experience in a hospital environment is preferred.
- Minimum 3 years' credit control experience in the healthcare environment.
- Proven ability to provide superior Customer Service Experience.

Knowledge

- Intermediate computer literacy: Excel, Word and Outlook.
- Comprehensive knowledge of SAP, or relevant software systems used by facility.
- Knowledge of relevant applications e.g. Umehluko, Guarantee of payment letters, estimations etc.
- Working knowledge COID Gazette rules and regulations.
- General understanding of COID/ private/ foreign documents required and billing rules.
- Comprehensive knowledge of admissions and credit control procedures.
- Understand patient confidentiality.

Non Managerial/ Specialist Skills

Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers. *Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

Values and behaviours

Netcare values	At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence. • Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization. • Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential. • Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding. • Compassion - We engage everyone with compassion and respond with acts of compassion in all interactions with our patients and their families. • Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.
The Netcare way	Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold: • I always greet everyone to show my respect. • I always wear my name badge to show my identity. • I am always well-groomed to show my dignity. • I always practise proper hand hygiene to show my care. • I always engage to show my compassion. • I always say thank you to show my appreciation. • I always embrace diversity to strengthen inclusivity and belonging.

Application process

Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to kingswayapplications@netcare.co.za or Felisha.Ramsuraj@netcare.co.za

Please clearly state the position which you are applying for on the subject line:
Kingsway Hospital – Credit Controller CD 27 December 2023

Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.

- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division within which you will be employed.

- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.

- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.

- If your application is not successful, we will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.

- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.