



NETCARE

# Vacancy

Closing date: 07.02.2024

## Role profile

Role title	Case Manager
Division	Akeso Division
Location	Akeso Stepping Stones Clinic
Reporting structure	Finance and Admin Manager

## Role summary

The Case Manager, utilising clinical knowledge and expertise, mitigates financial risk through comprehensive accurate coding of hospital events; as well as the justification of hospitalisation encompassing level of care and length of stay. Responsible for management of medical aid and private accounts.

## Key work output and accountabilities

### Risk Management

- Application of clinical knowledge in the risk management of patients in terms of length of stay, level of care and medical aid benefits available.

### Patient care

- Effective case management of admissions to various units, ensuring authorisations fall within medical scheme requirements.
- Liaising with professionals and therapeutic units regarding patient treatment plans and discharges
- Assists with incoming admissions and admission queries.
- Management of private accounts, ensuring that all private accounts are paid upfront, and ensuring zero debt.
- Monitor and action risk related to medical aid benefits and hospitalisation.
- Provide clinical data to substantiate length of stay and level of care.
- Ensure correct clinical coding for all patients.
- Releasing of patient accounts for billing; relating to coding, LOS/LOC to ensure submission of an accurate hospital invoice.
- Assisting with billing when required and following up with the Billing Clerk if all medication, ward stock and scripts where billed
- Consult with the relevant service providers regarding the patient treatment inclusive of Doctors, patients and doctors' practices.
- Updating the bed book, with relevant authorisation numbers, patients' days available and discharge dates
- Advising the doctors and their secretaries of the authorised patient days available as confirmed with medical aid, as well as when changes are received in a timeous manner.
- Completing and attending to the Weekly and Monthly confirmation report, ensuring that all medical aid patients have valid authorisation for their stay'
- Assist with credit control queries, if and when required

- Assist the Finance and Admin Manager with all ad-hoc duties if and when required.

### Legal compliance

- Compliance with all industry-relevant legislative acts, regulations and circulars.
- Ensure all Health and Safety regulations are adhered to.
- Perform various tasks as assigned by Management.
- Maintain a high level of confidentiality.

### Skills profile

#### Education

- Minimum Grade 12 or equivalent NQF level 4
- Qualification in associated Healthcare sciences or Managed care / Case management an advantage

#### Work experience

- 1-3 years relevant experience

#### Knowledge

- Ability to develop and maintain clinical knowledge
- Develop case management skills and expertise
- Extensive knowledge of medical aid schemes
- Knowledge of ICD10 coding, prescribed minimum benefits and psychiatric diagnoses
- Basic understanding of DSMIV criteria
- Knowledge of Akeso Clinic protocols and admission requirements
- Extreme attention to detail
- Excellent interpersonal skills
- Computer literate: MS Office packages

#### Preferred

- All policies and procedures related to the administrative processes within the hospital.
- Managed health care experience.
- ICD 10 and CCSA coding experience/qualification

#### Managerial Skills

Coaching Others	The capacity to recognise development areas in others and support them to facilitate personal development through coaching.
Leading and Managing Change	The capacity to implement and support change initiatives and to provide leadership in times of uncertainty.
Performance Development	The ability to evaluate and develop different levels of capacity within a team to achieve set objectives.
Taking Action	Capable of recognising the need for action, considering possible risks and taking responsibility for results.

Decision Making	Capable of making decisions timeously and taking responsibility for the consequences.
Managing Self	Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame.
Customer Focus and Service Delivery	<p>The capacity to identify and respond to the needs of *internal and external customers.</p> <p>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</p>
Adapting and Responding to Change	Capable of supporting and advocating change initiatives and managing own reaction to change.
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Technical Knowledge	The capacity to perform a technical function to required standards.

## Values and behaviours

Netcare values	<p>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.</p> <ul style="list-style-type: none"> <li>Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.</li> <li>Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.</li> <li>Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.</li> <li>Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families.</li> <li>Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.</li> </ul>
The Netcare way	<p>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:</p> <ul style="list-style-type: none"> <li>I always greet everyone to show my respect.</li> <li>I always wear my name badge to show my identity.</li> <li>I am always well-groomed to show my dignity.</li> <li>I always practise proper hand hygiene to show my care.</li> <li>I always engage to show my compassion.</li> <li>I always say thank you to show my appreciation.</li> <li>I always embrace diversity to show I am not a racist.</li> </ul>

## 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 [stp.recruitment@akeso.co.za](mailto:stp.recruitment@akeso.co.za)

### 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.

