



NETCARE

Vacancy

Closing date: 26.07.2024

Role profile

Role title	Case Manager
Division	Hospital Division
Location	Coastal Region: Western Cape / Eastern Cape
Reporting structure	Billing 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.

Key work output and accountabilities

- Ensure appropriate, complete and relevant diagnostic and procedural coding of all patient records within the hospital.
- Application of clinical knowledge in the risk management of patients in terms of length of stay, level of care and medical aid benefits available.
- Monitor and action risk related to medical aid benefits and hospitalisation.
- Provide clinical data to substantiate length of stay and level of care.
- Accompany Managed Care Organisation Case Managers on ward rounds in the hospital, if required.
- 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. Consult with the relevant service providers regarding the patient treatment.
- Compliance with all industry relevant legislative acts, regulations and circulars.
- Liaise with a network of internal and external stakeholders.
- 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.
- Effective communication to medical schemes by utilising the rules of engagement published in the Netcare Tariff and Billing Guidelines.
- Identify own training needs and communicate with line manager.
- Identify and ensure informal training for all relevant staff related to manage healthcare subject matter.

- Actively participate as a member of a team to achieve goals.
- Active involvement in own professional development to maintain a satisfactory level of skill and knowledge.
- Keep up to date with Netcare's evolving policies and procedures.

Skills profile

Education

- B Degree/Diploma Nursing qualification or equivalent NQF level 6.
- Enrolled nursing qualification or equivalent NQF level 4.
- Qualification in associated Healthcare sciences or Managed care/ Case management.

Work experience

- 3 years professional healthcare experience.

Knowledge

- Good general knowledge and understanding of legislation pertaining to the specific business environment.

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	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

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"> • 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 empathy 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	<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"> • 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 kim.smith@netcare.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.

