

## Debtors Clerk

<b>Department</b>	Finance
<b>Location</b>	Cintocare, Menlyn Maine, Pretoria
<b>Closing date</b>	31 March 2025

### Job Description

The incumbent will be responsible for Journal postings, collection of Sundry Debtors as well as monitoring of correct payment processing.

### Key Tasks:

#### 1. Patient Account Management

- Create, update, and maintain patient account records.
- Ensure correct billing details, including patient demographics, medical aid information, and contact details.

#### 2. Invoicing and Billing

- Generate and send invoices to patients, medical aid schemes, and other third parties.
- Verify the accuracy of charges, ensuring alignment with hospital rates and services rendered.
- Resolve discrepancies in patient accounts.

#### 3. Payment Processing

- Receive and process payments from patients and insurance/medical aid providers.
- Ensure proper allocation of payments to relevant accounts.

#### 4. Debt Collection

- Monitor overdue accounts and initiate follow-ups on outstanding balances.
- Contact patients or guarantors regarding unpaid invoices through calls, emails, or letters.
- Negotiate payment plans where necessary.

#### 5. Liaison with Stakeholders

- Communicate with patients, medical aids, doctors, and hospital departments regarding account-related queries.
- Assist patients in understanding invoices, statements, or queries on benefits coverage.

#### 6. Reconciliation of Accounts

- Perform regular reconciliations of patient accounts to ensure no discrepancies.
- Monitor accounts for duplicate payments or incorrect billing.

#### 7. Reporting and Record-Keeping

- Prepare daily, weekly, and monthly reports on outstanding debtors and collections.
- Maintain an accurate filing system for patient records and payment receipts.

#### 8. Compliance and Policy Adherence

- Ensure compliance with hospital policies, medical aid schemes, and financial regulations.
- Keep up-to-date with billing codes, medical aid policy updates, and any regulatory changes.

#### 9. Problem Resolution

- Address billing disputes or claims rejections with patients or medical aids.
- Escalate unresolved payment issues to senior management or legal action when required.

#### 10. Customer Service

- Handle patient queries and complaints related to billing promptly and courteously.
- Offer support to patients who may require assistance understanding their payment responsibilities.

### **Qualification**

The following requirements are a prerequisite to be considered for the position:

- Grade A Grade 12 certificate or an equivalent NQF Level 4 qualification is the minimum

### **Skills and Attributes**

- Well-developed organisational skills,
- Good interpersonal skills,
- Sound decision-making skills,
- Conflict resolution skills,
- Excellent time management skills.

### **Experience**

- A minimum of three years of relevant experience in a similar role within a private healthcare organization is a mandatory requirement.

Please send a comprehensive **Curriculum Vitae** and completed **Application Form** to [careers@cintocare.com](mailto:careers@cintocare.com)  
If you have not heard from the Cintocare Human Resource Department within one month of your application, please accept that your application was unsuccessful. Cintocare will contact short-listed candidates only. Cintocare is an equal opportunity employer. For further information, contact Cintocare on (012) 945-3000.