CINTOCARE

Case Manager

Department	Patient Services (Finance)
Location	Cintocare, Menlyn Maine, Pretoria
Closing date	n/a

JOB DESCRIPTION

The selected candidate will report directly to the Manager of Patient Services and Administration, undertaking the crucial role of facilitating communication between patients, specialist physicians, and medical insurance providers. This entails leveraging clinical expertise to navigate issues such as length of hospital stay, required level of care, and available benefits within medical coverage.

In addition to this, the Case Manager will play a pivotal role in guiding and mentoring the patient services team throughout the entirety of a patient's hospitalisation journey. This includes ensuring the prompt and efficient submission of invoices to medical insurance companies, while also mitigating risk through the provision of necessary authorizations and updates on ICD/CPT codes.

KEY RESPONSIBILITIES

- Daily tasks such as coding patient accounts, submitting accounts, providing comprehensive and accurate discharge updates, coding private accounts, updating length of stay, and acquiring requested letters of motivation from funders are essential functions.
- Utilising clinical expertise to manage patient risks (both financial and clinical) regarding Length of Stay (LOS), Level of Care (LOC), and medical benefits.
- Fulfilling any additional duties assigned by the manager as needed, such as assisting with short payments and Letters of Motivation (LOM).
- Maintaining daily communication and coordination with all stakeholders, including medical aids, treating specialists, and nursing teams, and escalating unresolved queries when necessary. Ensure compliance with standards set by the South African Pharmacy Council (SAPC) and the Department of Health (DOH).
- Effectively manage expired and short-dated stock in the dispensary to maintain optimal inventory quality.

Qualification

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

- A degree / Diploma in Nursing is essential.
- Intensive care experience and advanced coding experience are essential.
- An intermediate and Advanced Clinical coding certificate from one of the registered institutions such as Africode is essential.

Skills and Attributes

- Computer literate – experience working on Trimed will be advantageous.

- Excellent general administrative skills.
- Ability to plan, organise and control their work environment.
- Ability to set objectives for themselves and achieve such goals in the given time frame.
- Ability to make decisions and take responsibility for consequences.
- Excellent interpersonal relationship skills (Liaising with patients/medical aids)
- Sound knowledge of the ICD 10 and CPT coding.

Experience
- A minimum of 2 years of Clinical background(nursing) will be advantageous and working experience as a case manager in a private healthcare facility with extensive knowledge of contractual obligations.

Please send a comprehensive **Curriculum Vitae** and completed **Application Form** to 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 at (012) 945-3000.