

JOB DESCRIPTION



Job Title	: GWT (N) Medical Claims Administrator
Location	: Headquarters, The Gurkha Welfare Trust
Legal Entity	: Gurkha Welfare Trust (Nepal)
Reports Functionally To	: EO(L) MAC GWT (N)
Reports Administratively To	: EO(L) MAC GWT (N)
Works Closely with	: Finance Cell, Medical Cell, Medical Teams, MAC Team, IA Cell, AWCs Staff
Direct Reports	: n/a

A. Overall Purpose of the Job (Brief description of the primary purpose of this position)

GWT (N) Medical Claims Administrator: The Gurkha Welfare Trust (Nepal) provides comprehensive healthcare management and related support services to the Gurkha pensioners and their relatives. The Medical Claims Administrator processes the secondary medical care claims within the Nepalese region and provides support to the stakeholders in terms of any claims or billing issues.

- Responsible for ensuring that claims are accurately recorded and entered into the MedIS AWC staff (Welfare or medical) in dealing with SMC queries
- Provide an efficient and effective claims and general customer service delivery to the GWT (N) secondary medical care providers and pensioners.

B. Key Responsibilities (Critical responsibilities and skills of this position, listed in order of importance)

- Deal with all aspects of invoice/claim, reimbursement and reconciliation of claims queries from pensioners within a timely and professional manner. This will include receiving invoices from providers, checking the required paperwork is in order and scanning these accurately into MedIS for processing.
- Act professionally in all interactions with the pensioners and secondary medical care providers, including both written and telephonic interaction.
- Work closely with the MAC Team to identify, trouble-shoot and resolve payment issues, referral process, emergency cases, and queries from the pensioners.
- Identify all cases of suspected fraudulent or ineligible bills and notify the MAC Team.
- Establish and maintain effective relationships with other internal and external stakeholders to ensure continuity of service delivery by providing general customer services to the organization.
- Maintain accurate records including statistical information using the computer system made available by the organization.
- Maintain confidentiality of all patient and/or client information.
- Involve the Medical Department (MAC doctor) for any medical irregularity on invoices escalating to the Finance Cell any cases where fraud is suspected.
- Receive and escalate as appropriate any telephonic or written inquiries or complaints from GTW (N) Pensioners and Secondary Medical Care Providers regarding their role as a provider of medical and ancillary services for the GWT Program.
- Serve as a support to the MAC Doctor and team in their dealings with the stakeholders.
- Attend and participate in GWT (N) staff meetings.

- Ensure that the EO (L) MAC is fully briefed on issues that may impact the delivery of the service providing information as required.
- Complete other tasks as directed.

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Excellent attention to detail
- Ability to use the online Information Management System

Required Competencies *(Critical behaviors necessary to successfully perform the job)*

- **Planning and Organizing:** Plans activities well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organizes resources needed to accomplish tasks; Monitors performance against deadlines and milestones.
- **Following Instructions & Procedures:** Appropriately follows instructions from others without unnecessarily challenging authority; Follows procedures and policies; Keeps to schedules; Arrives punctually for work and meetings; Demonstrates commitment to the organization; Complies with legal obligations and safety requirements of the role.
- **Learning and Researching:** Rapidly learns new tasks and quickly commits information to memory; Gathering comprehensive information to support decision making; Demonstrates a rapid understanding of newly presented information; Encourages an organizational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback); Manages knowledge (collects, catalogues, and disseminates knowledge of use to the organization).
- **Relating and Networking:** Establishes good relationships with pensioners and staff; Relates well to people at all levels; Manages conflict.
- **Delivering Results and Meeting Customer Expectations:** Focuses on customer needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals.

Desired Competencies *(Critical behaviors necessary to successfully perform the job)*

- Medical background with proven training will be an advantage
- Experience dealing with medical bills
- Experience within a Customer Service Environment

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- Hospital or Community medical facility claims processing experience is an advantage
- Prior Experience working with international companies and NGO's an advantage

Mandatory Qualifications *(Brief description of the educational background needed to perform the job)*

- At least Intermediate degree or equivalent experience in admin / accountancy or finance related field
- Degree in medical field (nursing / PCL medicine or similar)

Mandatory Languages *(Brief description of the language skills needed to perform the job)*

- English (Advanced level)
- Nepali (Fluency)

Travel / Rotation Requirements *(Brief description of any travel or rotation requirements)*

- Base at GWT (N) HQ in Pokhara, may occasionally entail national travel as required

This job description outlines the types of responsibilities the incumbent is required to perform. The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Name & Signature of Medical Director

Name & Signature of Employee

Date

Date

Name & Signature of Field Director

Date