

## BILLING OFFICER JOB, KATITO MEDICAL CENTRE

### Job Purpose

The main purpose of the job is to provide correct billing for private and corporate patients under insurance and NHIF cover in an accurate and timely manner.

### Key duties and responsibilities

1. Prepare billing statements for insurance companies, cash and corporate patients and other third parties;
2. Review the discharge sheets for accuracy and completion to prepare billing statements;
3. Analyze invoices and data, prepare reports and respond to inquiries concerning billing activities;
4. Ensure pre-authorizations are done for corporate and NHIF clients;
5. Verify NHIF status and approvals and ensure biometrics capture as per procedure;
6. Update patients' bills daily in coordination with other billing points within the hospital and other external partners;
7. Ensure that all services offered are billed/invoiced;
8. Carry out daily routine ward rounds to collect billing information and update the clients and patients;
9. Check insurance/corporate/ NHIF documents for authenticity and validity;
10. Discharge clients by processing their bills and issuing gate passes;
11. Prepare daily, weekly and monthly billing reports;
12. Report non-payments of bills to the credit controller;
13. Post/process bills in the correct and relevant accounts in the system;
14. Prepare the physical corporate / NHIF invoices-claims and attach the relevant documents for dispatch within the agreed credit period;
15. Participate in stock take exercises;
16. Ensure safe custody of all documents/LOUs /Guarantee of Payments used in discharging corporate clients;
17. Ensuring security of office records, equipment and documents including classified materials;
18. Serve and protect the hospital's image by adhering to professional standards, hospital policies and procedures;

### Working relationships

Internal Relationships: All billing points

External Relationships: Insurance Companies, Corporate Institutions, Patients, NHIF

### Knowledge, experience and qualifications

For appointment to this grade, a candidate must have:

1. Diploma or Degree in Business Administration, Economics, Finance or other business-related fields from a recognized institution.
2. Partial accounting qualification, i.e. CPA Part II or ACCA 2.
3. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.
4. Minimum of 2 years' experience Competencies

### Technical & Behavioural competencies

- Computer literacy,

- Accounting skills
- Attention to detail
- Customer relation skills
- Communication skills
- Negotiating skills
- Responsibility for finances and physical assets

The job holder has no final decision-making authority other than routine decisions related to their work within established guidelines

## **HOSPITAL RECEPTIONIST, KATITO MEDICAL CENTRE**

### **Job Purpose**

The main purpose of the job is to use customer service and administrative skills to welcome people to a hospital, health Centre or clinic in an friendly and timely manner.

### **Key duties and responsibilities**

1. Receiving and directing clients;
2. Handling telephone calls and appointments and booking patients in for appointments
3. Enter patients' details onto IT systems for registration purposes
4. Direct patients where to go within the department or health centre, answer phones, sometimes directing calls to other staff through the switchboard or phone system
5. Answer queries from patients and other staff
6. Chasing up reports and inputting data
7. Photocopying, filing and ordering stationery
8. Operating office equipment;
9. Preparing responses to routine correspondence;
10. Ensure pre-authorizations are done for corporate and NHIF clients;
11. Verify NHIF status and approvals and ensure biometrics capture as per procedure;
12. Update the corporate and cash payers on their bills daily or on-demand;
13. Check insurance/corporate/ NHIF documents for authenticity and validity;
14. Prepare daily, weekly and monthly billing reports;
15. Report non-payments of bills to the credit controller;
16. Post/process bills in the correct and relevant accounts in the system;
17. Ensuring security of office records, equipment and documents including classified materials;
18. Serve and protect the hospital's image by adhering to professional standards, hospital policies and procedures; and















### **Knowledge, experience and qualifications**

For appointment to this grade, a candidate must have a combination of the following:

- i. Kenya Certificate of Secondary Education (KCSE) mean grade C (plain) or its equivalent qualification from a recognized institution.
- ii. Craft Certificate in Secretarial studies or Business Education Single and Group Certificates (BES & GC) Stages I from the Kenya National Examinations Council in the following subjects:
  - a) Typewriting II (40 w.p.m.)
  - b) Certificate in Computerized Document Processing I
  - c) Business English I
  - d) Communications I
  - e) Commerce I
  - f) Office Practice I.
- iii. Registered with Kenya National Secretaries Association (KENASA).
- iv. Proficiency in computer applications.

- iii. Fulfilled the requirements of Chapter Six (6) of the Constitution of Kenya, 2010.
- iv. Minimum of 2 years experience Competencies

### Technical & Behavioural competencies

-  Computer literacy,
-  Accounting skills
-  Attention to detail
-  Customer relation skills
-  Communication skills
-  Negotiating skills
-  be friendly and welcoming
-  be patient and understanding
-  follow instructions and procedures
-  work accurately and methodically
-  work in a team but use their own initiative
-  work with all types of people
-  deal with people who may be angry or upset
-  be confident using the phone

### How to Apply

Qualified and interested applicants should submit their applications with copies of their national identification cards, updated CVs, academic certificates and other testimonials to the following e-mail before 24th March 2023: [adverts.katitomedicalcentre@gmail.com](mailto:adverts.katitomedicalcentre@gmail.com)