

## POSITION DESCRIPTION

<b>Title:</b>	Insurance Claims Assistant	<b>Location:</b>	Abu Dhabi and / or the Northern Emirates
<b>Department:</b>	Finance	<b>Reports to:</b>	Insurance and External Communication Manager
<b>Prepared by:</b>	CAO	<b>Date:</b>	June 2015

### Overall Purpose:

Responsible for collecting insurance data from the Patient Care Records, and other sources, including assisting the Insurance and External Communication Manager with insurance claim processing and claim recovery.

### Roles and Responsibilities:

- Work with the Insurance and External Communication Manager in preparing accurate underlying information for insurance claim submission, whether that be for Motor Vehicle Accidents or medical claims
- Follow-up with the EMTs to ensure that accurate insurance information is collected from patients
- Review the CAD system on a **daily basis**, identifying those calls related to Motor Vehicle Accidents, and tracing the Patient Care Record ('PCR') information, whether in paper or electronic format, to ensure accurate insurance claim submission.
- Working closely with the Insurance Claims Officer to process insurance claims, both for medical insurance cases and Motor Vehicle Accidents
- Generating invoices to the insurance companies for payment of Motor Vehicle Accidents claims
- Preparing reports for the Insurance and External Communication Manager of the claims submitted, outstanding claims payable, status of insurance information, etc. in order for the Insurance and External Communication Manager to manage the insurance recovery process
- Any other duties as required

### QHSE & BC:

Engage, understand and participate in Quality Health Safety and Environment ('QHSE') Management System and Business Continuity (BC) Compliance and Improvement

### Professional and Academic Expertise

- Diploma or Bachelor degree in business or any relevant
- Strong computer and business solutions software skills, specifically Excel and Word
- Strong interpersonal skills for interacting with health professionals, administration team and the management
- Good communication skills for communicating with employees and the management
- Strong analytical and problem solving skills
- Good presentation skills for supporting the internal clients on documentation principles and the importance of having accurate insurance related information
- Good planning and organizational skills to balance and prioritize work
- Arabic language is essential

Chief Administrative Officer

### Change Brief

Version No.	Date	Changes
1	June 2015	Initial draft by the Chief Financial Officer
2	August 2016	Updated reporting line and roles and responsibilities
3	July 2019	Due to review no changes
4	November 2019	Updated line Manager from CFO to Insurance and External Communication Manager
5	March 2022	Due to review no change

Review and Approval:

(Enter final approver title here)