

## POSITION DESCRIPTION

<b>Title:</b>	Insurance & External Communication Manager	<b>Location:</b>	Abu Dhabi
<b>Department:</b>	Finance	<b>Reports to:</b>	CEO and Chief Financial Officer
<b>Salary:</b>	Salary package	<b>Band:</b>	4
<b>Prepared by:</b>	Charles Arnestad	<b>Date:</b>	October 2019

### Overall Purpose:

The Insurance Manager will have oversight of and responsibility for the entire process by which insurance revenue is collected, from the time that the patient is treated by National Ambulance medical personnel until the time that cash is received by the company for the services provided.

To provide translation services as required for the CEO, other executive and senior management at National Ambulance.

In addition, this person will write reports, presentations and correspondence letters for the CEO as requested.

### Roles and Responsibilities

The Roles and Responsibilities listed below are each of equal importance:

- Oversees the entire function of the Insurance Department, both for Motor Vehicle Accident claims and Medical Claims
- Responsible for coordinating with the Police Departments in the Northern Emirates and Abu Dhabi for the receipt of police reports, including when possible medical reports, required to support Motor Vehicle Accident insurance claims and medical claims
- Responsible for coordinating with SAAED to obtain all information required to support Motor Vehicle Accident insurance claims, including working with SAAED on system amendments that may be required to streamline the process
- Develops and directs the implementation of business planning policy, procedures and tracking with respect to insurance claims
- Provides management supervision and operational direction for insurance billing units
- Provides overall decision support, organizational planning and operational leadership towards accurate and timely accounting, balancing and reporting of patient revenue generated at National Ambulance as a result of effective and efficient reimbursement, billing and collection processes, specifically with respect to the recovery of insurance claims

- Works to enhance revenue cycle management function across National Ambulance, from provision of the front-line medical service, to origination of the insurance claim, and until such time as it is settled or finally rejected by the insurance company
- Acts as the liaison between National Ambulance and the insurance companies for purposes of claim follow-up and settlement
- Acts as the liaison between National Ambulance and the Motor Vehicle Accident patients to identify the number plates of vehicles involved in a Motor Vehicle Accident
- Acts as the liaison between National Ambulance and the Health Authority Abu Dhabi for purposes of agreeing the codes to be used for medical billing purposes
- Negotiates contracts and contract renewals with the insurance companies on behalf of National Ambulance to ensure that the company receives the best possible terms and conditions. This includes, but is not limited to, the agreement of the multiples on the HAAD codes for the various services provided by the company
- Works alongside the CFO to derive the actual costs of the services provided by the company for purposes of negotiation of the recovery thereof with the insurance companies
- Acts as an internal consultant in the development of financial business plans with respect to the insurance recovery function
- Develops processes and systems to improve financial performance and cash flow, specifically with respect to the recovery of insurance claims
- Develops, implements and monitors action plans to address improvements in accounts receivable management, specifically with respect to the recovery of insurance claims
- Ensures consistent implementation of National Ambulance financial policies for revenue recognition and accounts receivable issues, specifically with respect to the recovery of insurance claims
- Leads project management for all insurance related projects utilizing long range plans and models
- Responsible for the implementation, management and oversight of the 'E-Claims' system used for insurance claim recovery, including the integration of the 'E-Claims' system with other relevant systems at the company
- Responsible for the implementation, management and oversight of the Motor Vehicle Accident Claim System used for Motor Vehicle Accident insurance claim recovery, including the integration of this system with other relevant systems at the company
- Works with the managers of the Computer Aided Dispatch ('CAD') system and the Electronic Patient Care Records ('EPCR') system to ensure the proper integration of the information between the CAD system / EPCR and the E-Claims system / Motor Vehicle Accident Claim System as a basis for insurance claim submission
- Supports corporate compliance initiatives as far as they relate to insurance recovery matters
- Oversees the maintenance of financial planning reports and the use of short and long-term financial forecasting tools
- Develops and presents reports of returns from insurance companies (revenue analysis, outstanding receivables and other reports required by the Chief Financial Officer) on a monthly basis to the CFO to allow for the oversight of the revenue management cycle by the CFO
- Develops and oversees strategic financial planning analysis activities
- Other duties as may reasonably be directed by the CEO and the Chief Financial Officer
- Translate all documents and other materials from Arabic to English and vice versa as required
- Provide high quality, grammatically correct translation ensuring that the translated version conveys the meaning of the original as clearly as possible referring to reference materials / terminology banks as required to ensure translation accuracy
- Ensure a standard in terms of quality and consistency in all translations with regards to terminology and standards, both for internal and external use

- Liaise with colleagues and clients as appropriate to discuss any unclear point
- Attend meetings and other conferences and provide interpretation services as required
- Draft reports for the CEO and other executives in English and / or Arabic for external and internal communication
- Any other tasks as reasonably directed by the Executive Management Team

#### QHSE:

- Engage, understand and participate in Quality, Health, Safety and Environment ('QHSE') Management System Compliance and Improvement
- Participate in QHSE Risk Assessments / Inspections and conduct investigations into non-conformances, near misses, incidents or complaints
- Identify and appoint reporting staff for QHSE investigations
- Demonstrate viable and active leadership that engages Employees to practice QHSE applications

#### Professional and Academic Expertise

Ideal qualifications and experience are as follows, but will not necessarily be regarded as excluding a person deemed suitably qualified by the Chief Financial Officer.

- Relevant tertiary qualification
- Minimum of seven (7) years management experience in healthcare billing
- Full understanding of the Health Insurance Mandate and its accompanying regulations, billing methodologies and claim management processes
- Full understanding of the legislation relating to the insurance claims and settlement process arising from the transport of Motor Vehicle Accident patients
- A degree in a medical field is preferable
- Leadership, decision making skills and a proven track record of achievement in the health industry and insurance fields
- Knowledge and understanding of accounting principles, financial statements and systems
- Experience with the Department of Health system and regulations for insurance claim submission
- Proficient in the use of PCs, spreadsheets and other databases, specifically, but not limited to, Excel and Word
- Strong analytical skills
- Strong oral and written communication skills
- Experience working with Generally Accepted Accounting Principles and accounting software would be an advantage
- Experience using Oracle Financial Accounting System would be an advantage
- Strong interpersonal skills for interacting with other members of the Finance Team, clients and Executive Management
- Good planning and organizational skills to balance and prioritize work
- Appropriate translation qualification (Arabic / English) desired but not essential
- A minimum of two year's translation experience post qualification desired but not essential
- Highly developed communication and translation skills with excellent command of Arabic and English languages
- Demonstrated ability to work under pressure

- Ability to communicate with cultural sensitivity
- High level of proficiency with MS Office
- Demonstrated ability to work in a team environment

Chief Administrative Officer

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## Change Brief

Version No.	Date	Changes
1	February 2020	New Document

Review & Approval:

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(Enter final approver title here)