

## What is it like to work for »

### Gladwell Mbugua

Assistant Divisional Director, Health Care Division

**W**e are a specialist division within Eagle Africa Insurance Brokers (Eagle Africa), specifically responsible for managing medical schemes for clients.

The division has insurance brokering staff, a care manager (consulting nurse) and two contracted doctors to provide support when necessary.

Our core functions include administration of clients' medical schemes. We monitor expenditure, diagnosis, and treatment statistics, and negotiate with private doctors on their billings upon hospitalisation of insured members.

We also structure covers and negotiate on premium rating with the various underwriters in the market. In addition, Our responsibility involves facilitating speedy settlement of reimbursement of claims for insured schemes, in addition to organising training of members of our medical schemes on their utilisation.

Our work environment is generally friendly. We call each other on first name, and colleagues are always willing to lend a hand.

This is important, especially in a place where heavy paperwork is involved. We deal with voluminous medical invoices from doctors and hospitals, not to mention



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assessing and managing personal claims. However, the lively personnel that make the department — where humour flows freely — eases what would otherwise be a strenuous atmosphere.

This, alongside the team spirit that is demonstrated here, encourages us to

tread on and even readily put in extra hours when called upon. Besides, hard work is rewarded here, so we are motivated.

From day one, a new employee will be taken through an orientation process that entails being introduced to the work processes of all the divisions. This is important for them to appreciate the synergy of the team. It ensures that workflow is not interrupted with the entry of new staff.

Apart from being exposed to a rigorous environment for gaining useful experience in medical insurance administration, an Eagle Africa employee also stands to benefit from further training. We have a division that facilitates both internal and external training on matters of the industry.

And as we strive to continue improving our services to the needs of our clients and potential customers, we are presently pushing two fresh products called Afya Milele and Afya Milele Senior.

The Afya Milele product is structured to provide comprehensive medical insurance

cover for pre-existing/chronic and HIV and Aids related complications. It covers both inpatient and outpatient cases for clients aged between 3 months and 58 years.

The Afya Milele Senior product is structured to provide comprehensive medical cover — both in-patient and out-patient — to senior citizens. These are people above the age of 59. The upper limit for joining is 75 years.

Clearly, we cater for diverse groups of people in our day-to-day work. This calls for attentiveness to detail when processing queries related to the various schemes.

But our work does not stop at the office. Every year, the welfare and corporate social responsibility section ensures that we participate in activities that contribute to the well-being of the community and environment we live in.

Presently, we are involved in playing a part in tree planting in areas where deforestation activities have taken place. We helped plant 10,000 trees at Karura Forest, and we are targeting to plant another 5,000 in Ngong Forest.

These activities add to the satisfaction I derive from being an employee of the company.

