

Health Insurance Claims Administrator

This is a unique and exciting opportunity to join Freedom Health Insurance – a trusted independent private medical insurance company based in Poole, Dorset that is rapidly growing both in the UK and internationally. We are looking to strengthen and expand our presence in the private medical market and deliver an outstanding client experience through all stages. That is why we are looking to recruit a health insurance Claims Administrator who can help us achieve this goal through excellent communication skills and passion for customer service.

About the role

The role of the Claims Administrator is to work alongside the Claims Assessors, Medical Advisor and Claims Manager giving support in administration duties.

The Claims Administrator will also be making telephone contact with providers, medical personnel and claimants so an excellent telephone manner is essential.

Key responsibilities

Technical and operational responsibilities

- Log Post daily and match up correspondence received with the appropriate claim file.
- Maintain post log and provide Claims Team Leader & Manager with monthly printout of log detailing type/quantity of correspondence received.
- Process payments through the claims system once the invoice has been authorised by the Claims Assessor.
- Set up Claims files when claim forms received.
- Set up Medical Notes files when GP notes received from surgeries.
- Liaise via telephone, letter, fax email with GP surgery to request Medical Records and chase up non-receipt.
- Liaise with hospital providers and consultant secretaries in relation to clinic letters, invoices and payments.
- Liaise with AXA to confirm consultant's category, sending invoices to AXA for processing, updating authorization codes in clapa and sending authorization letters to policy holder.
- Ensure that the GDPR and Data Protection Act are always upheld.
- Ensure all notes are completed and maintained on the system in a timely manner.
- Escalate any suspicions of fraudulent activity to the Claims Manager.
- Promote the best image for the company through the professional appearance and behaviour and adhere to company standards and procedures.
- Assist/deal with ad-hoc projects as required by Claims Team Leader & Manager.

Principal contacts

- Internally: Freedom, AXA
- Externally: Medical Personnel, Healthcare Providers and Claimants

Education, experience & personal characteristics

- Good standard of education with excellent written and oral communication skills.
- Well organised and able to work on own with minimal supervision.
- Uses methodical organised approach to work and has ability to multi-task, identify and respond to changing priorities.
- Maintains a professional, friendly telephone manner at all times and can remain professional in stressful situations.
- Ability to explain concepts simply and unambiguously.
- Computer literate and proficient in the use of the Microsoft Office suite to an intermediate level.
- Able to respond to team objectives.
- Be willing to take ownership for own personal development.
- Approachability and flexibility in style critical.
- Working towards Cert CII an advantage.

The normal office hours are 9am to 5:30pm. In return, you will receive a competitive salary and 25 days holiday plus bank holidays.

To apply, please send your CV to Vamsi Krishna at v.krishna@freedomhealthinsurance.co.uk