

CORPORATE CUSTOMER SERVICES

PRIVATE PATIENT INSURANCE LIAISON ASSISTANT

AA2 or EGI

JOB DESCRIPTION

JOB SUMMARY:

The States of Guernsey, through the Shared Transaction Services Centre (STSC), informally named “The HUB”, provides a centralised range of corporate support services, on behalf of committees. The centralisation includes a customer focused Health and Social Care Income Management section responsible for Private Patient Liaison and Support, that has created an environment that provides an opportunity to deliver a constantly high level and consistent service for the Health and Social Care Committee, that operates within operational directives to drive efficiency, to transform process compliance and ensure all customers receive a service based on best practice.

RELATIONSHIPS:

Reporting directly to the Private Patient Liaison Officer, the post holder will support the delivery of a comprehensive high quality private patient insurance liaison service, that supports the business units, to external customers, external businesses and to the Senior Management team. The post holder will work in conjunction with the HUB Debt Recovery team, hospital operational areas and outside agencies including health insurance providers.

MAIN DUTIES AND RESPONSIBILITIES:

- To be a key contact for Private Health Insurance companies and liaison point for the Debt Recovery section as regards Insurance related activity.
- To generate and monitor the status of Insurance related clients and update the related reports on a daily basis, utilising various documents to aid status changes.
- To be the point of contact for the Income team with regards to Private Patient Insurance queries and requests for additional information.
- To be responsible for obtaining medical information and the secure transfer of such information to insurance companies, whilst maintaining centralised customer records and insurance status records.

- Co-ordinate and liaise with Insurance companies on debt monitoring and action planning.
- To undertake any other duties that may be required by Private Patient Liaison Officer.
- To adhere to all States of Guernsey and HSC policies and procedures.

KEY CRITERIA:

ESSENTIAL

1. Approachable and pro-active personality, with proven experience in delivering services within a customer focussed support services environment.
2. Analytical skills.
3. Relationship skills, with the ability to enhance the relationship between HUB/HSC and its stakeholders.
4. Self-motivated and capable of working to a high standard with minimal supervision.
5. Strong IT skills and proficient in the use of Excel to generate and manipulate reports.
6. Excellent communication skills

DESIRABLE

7. Experience of working with SAP
8. Knowledge of debt recovery services
9. Experience and knowledge of States rules for Financial Administration