

JOB DESCRIPTION

POSITION: PRE-AUTHORISATION NURSE

REPORTING TO: MANAGER: HOSPITAL PRE-AUTHORISATIONS

PURPOSE OF THE JOB

The Pre-Authorisation Nurse provides hospital utilisation management, education/training, and other clinically based activities as assigned, to coordinate care between the medical scheme/managed care organisation, members, providers and the community.

Pre-Authorisation Department is a 24/7/365 days service centre. Staff work on compressed hours which is done on a rotational basis.

Duties and Responsibilities

- Verifies eligibility of cover in accordance with medical scheme membership files and medical scheme rules.
- Required to work compressed hours shift on a rotational basis.
- Authorises and facilitates admission of the member to a suitable facility subject to the clinical guidelines and protocols of the company.
- Authorises out of hospital visits to specialists.
- Establishes whether the member has any co-morbid conditions.
- Communicates with the admitting facility the details of the admission including the level of care, length of stay and value to the hospital as well as any conditions of the admission.
- Communicates with attending medical practitioner to request specific health information or discounts on specific procedures or equipment.
- Collaborates on a member's care plan in conjunction with other health professionals such as the Medical Advisor, other Case Management nurses within the organisation, dietitians, podiatrists, optometrists, behavioural health specialists, etc, as the case may be.
- Refers patients to Disease Management, where appropriate, during a hospital admission.
- Updates the computer system with the member's clinical and demographic details.
- Prepares, participates in discussions and presents cases at clinical meetings.
- Prepares reports and case summaries as needed.
- Completes special assignments and projects instrumental to the function of the department.
- Performs other duties as needed.

Experience and Qualifications Required

- Qualified as an Enrolled Nurse, Registered Nurse or Clinical Associate
- Must have a valid registration with applicable Health Professional Boards
- Minimum of 3 years' experience in a hospital environment (theatre, casualty, general ward, ICU etc) or managed care environment.
- Minimum of 3 years' experience in a call centre environment within a medical scheme will be an advantage
- Experience with quality management, medical records reviews, case management within a hospital environment, primary care case management will be an advantage.
- Experience with chronic illnesses and targeted disease states.

- Understanding of the SA healthcare industry and the use of medical scheme / healthcare financing terminology.

Skills and Competencies Required:

- Strong verbal and written communications skills.
- Customer service focus.
- Ability to solve problems in a customer friendly manner.
- Attention to detail
- Critical thinking
- Time management
- Compassion

Language Requirements

- Writing and speaking fluent and correct English.
- Speaking and writing another language would be an advantage.

Registration Requirements

- Current and continued registration with the SA Nursing Council.

Computer Literacy

- Proficiency with the following programs is required:
 - MS Word
 - MS Excel
 - MS Outlook/ email
 - MS Explorer/Internet
- Some prior knowledge /experience with medical scheme administration and/or managed care system.

Work Requirements

- The position will be based in Sunninghill.
- Willingness to work long hours when required is a requirement.

The Employment Equity approach of Universal Healthcare broadly aims to:

- Foster diversity in the workplace;
- Promote equal opportunity and fair treatment in employment through the elimination of all forms of unfair discrimination