

Debtors Clerk

Department	Finance
Location	Cintocare, Menlyn Maine, Pretoria
Closing date	13 February 2025

Job Description

The incumbent will be responsible for Journal postings, collection of Sundry Debtors as well as monitoring of correct payment processing.

Key Tasks:

1. Patient Account Management

- Create, update, and maintain patient account records.
- Ensure correct billing details, including patient demographics, medical aid information, and contact details.

2. Invoicing and Billing

- Generate and send invoices to patients, medical aid schemes, and other third parties.
- Verify the accuracy of charges, ensuring alignment with hospital rates and services rendered.
- Resolve discrepancies in patient accounts.

3. Payment Processing

- Receive and process payments from patients and insurance/medical aid providers.
- Ensure proper allocation of payments to relevant accounts.

4. Debt Collection

- Monitor overdue accounts and initiate follow-ups on outstanding balances.
- Contact patients or guarantors regarding unpaid invoices through calls, emails, or letters.
- Negotiate payment plans where necessary.

5. Liaison with Stakeholders

- Communicate with patients, medical aids, doctors, and hospital departments regarding account-related queries.
- Assist patients in understanding invoices, statements, or queries on benefits coverage.

6. Reconciliation of Accounts

- Perform regular reconciliations of patient accounts to ensure no discrepancies.
- Monitor accounts for duplicate payments or incorrect billing.

7. Reporting and Record-Keeping

- Prepare daily, weekly, and monthly reports on outstanding debtors and collections.
- Maintain an accurate filing system for patient records and payment receipts.

8. Compliance and Policy Adherence

- Ensure compliance with hospital policies, medical aid schemes, and financial regulations.
- Keep up-to-date with billing codes, medical aid policy updates, and any regulatory changes.

9. Problem Resolution

- Address billing disputes or claims rejections with patients or medical aids.
- Escalate unresolved payment issues to senior management or legal action when required.

10. Customer Service

- Handle patient queries and complaints related to billing promptly and courteously.
- Offer support to patients who may require assistance understanding their payment responsibilities.

Qualification

The following requirements are a prerequisite to be considered for the position:

- Grade A Grade 12 certificate or an equivalent NQF Level 4 qualification is the minimum

Skills and Attributes

- Well-developed organisational skills,
- Good interpersonal skills,
- Sound decision-making skills,
- Conflict resolution skills,
- Excellent time management skills.

Experience

- A minimum of three years of relevant experience in a similar role within a private healthcare organization is a mandatory requirement.

Please send a comprehensive **Curriculum Vitae** and completed **Application Form** to careers@cintocare.com
If you have not heard from the Cintocare Human Resource Department within one month of your application, please accept that your application was unsuccessful. Cintocare will contact short-listed candidates only. Cintocare is an equal opportunity employer. For further information, contact Cintocare on (012) 945-3000.