



**JOB DESCRIPTION  
(TO BE ISSUED BY HRD TO ALL STAFF)**

JD/HR

**JOB SPECIFICATION**

<b>JOB TITLE</b>	Senior Executive – Insurance Coordinator / Credit Control/Receivables
<b>EDUCATION</b>	Any Degree
<b>ADDITIONAL QUALIFICATION</b>	-
<b>SKILLS REQUIRED</b>	Communication , Commitment & initiative, Client & Customer Relation
<b>ADDITIONAL SKILLS REQUIRED</b>	-
<b>EXPERIENCE REQUIRED</b>	Minimum of 3 - 5 years in a relevant field
<b>DEPARTMENT &amp; LOCATION</b>	TPA/ credit Billing & Bangalore
<b>POSITION REPORTS TO</b>	HOD – Credit Control & HOD- Finance & Accounts

**JOB DESCRIPTION (MAIN JOB TASKS)**

- Excellent knowledge of TPA, Corporates, Ensure to Follow up and 100% recovery of both ESIC, Govt and Pvt Insurances.
- Ensure accurate documentation and follow up. Empanelment Knowledge, and track on renewals etc
- Download Credit Bills details from Palash on daily basis in Excel and later update/compare the file after receipt of bills from Billing Department.
- Answering the queries and forwarding the query reply to insurance company / TPAs.
- Periodically educating claim assistance department about the changes in the policy, rules & regulations and application deduction on settlement.
- Maintaining relationships with insurance companies, agents, brokers, reinsurers, and other entities within the industry.
- To audit / verify the case file (for long standing) and intimate the patient particulars to TPA or insurance.
- In case, if found any mistakes in the bills, the same must be sent back to the respective units for correction.
- Tracking of Bill dispatch details in Excel form, by capturing down the Pre-authorization number, Cust ID number, Policy number and reference number from the bills received.
- Following up payment details as and when received from govt & pvt insurance companies ensure to hand over cheques to Accounts Department.
- Provide our Statement of Accounts once in a month to concerned persons in TPA/ Corporates/ Govt. Agencies.
- Oversee the processing of health insurance claims to ensure the procedure is handled efficiently, accurately also providing satisfactory customer service

**GENERAL COMPETENCIES**

- Advance MS Excel
- Ability to establish strong client relationship.
- Communication Skill
- Positive & empathetic attitude
- Analyze and solve lower-complexity problems

Kindly share resumes to [careers@milann.co.in](mailto:careers@milann.co.in)

*Please Note: This is not an exhaustive list of responsibilities but provides a general guideline of the duties assigned to the position. Job descriptions are dynamic and will change depending on the organizational requirement.*