

International Job Description



1. **Job Code:**
2. **Job Title:** Hong Kong Provider Partnership Advisor
3. **Business Title:** Hong Kong Provider Partnership Advisor
4. **FSA Level:** 1
5. **Reports to:** Team Leader
6. **Department:** Healthcare Services
7. **Location/Unit/Company:** Hong Kong/HCS/Bupa International
8. **Date Revised:** May 2013

9. Job Purpose:

- To provide efficient and effective support for participating providers in Hong Kong.
- To manage the relationships between Bupa International and participating providers in Hong Kong on a day to day basis.
- To enhance the providers experience of Bupa International, through educational and informative, pro active and timely service.
- To be a business champion to ProviderWorld, leading providers through the registration process, ensuring they have an understanding of the functionality and are able to self serve.
- To support the positioning of Bupa International as the expert in the international healthcare arena.

10. Accountabilities & Activities:

Pre -authorisation and eligibility checking

- Respond to requests for pre-authorisation of treatment from providers by telephone, fax and email in line with Bupa International policy and management style.
- Liaise with internal colleagues including Care Management, Healthcare Services, Claims department, ihi Bupa and Bupa Asia where appropriate.
- To provide feedback and recommendations for business improvements on pre-authorisation processes and procedures. To monitor the effect of any recommendations.
- Respond to provider queries about eligibility for out-patient treatment, and informing providers about coverage by BI and any member responsibility amounts.

Case Management

- Case manage intensive care, long-stay, high value and ongoing / recurring in-patient admissions.
- Discuss / negotiate treatment plan and costs with provider if necessary.
- Liaise with internal Case Management and Medical teams in BTN, CPH and Bupa Asia as appropriate

Claims

- Receive claims from providers and split any consolidated bills for each member
- Adjudicate claims for:
 - Eligibility of treatment in accordance with member's plan rules and benefits
 - Deductibles, co-payments etc

- Check against any pre-authorisation decision if appropriate
- Compliance with provider contracts including rates charged and discounts
- Reasonable and customary treatment costs
- Appropriateness of treatment and medical utilisation
- Length of stay
- Discuss queries or negotiate with providers as appropriate
- Complete claims audit sheet for submission with claim including deductions and any savings made
- Submit claims regularly to Claims departments ensuring prompt assessment and payment in line with provider contract terms
- Role may include full claims assessment and payments in future

Claims and Payment Queries

- To investigate statements of out-standing accounts from participating providers
- Investigate aged –debt queries
- Resolve claims / payment queries with contracted providers providing payment explanations
- Resolve payment problems with contracted providers.
- Provide clear explanations of Bupa International decisions, referring to published policy where possible.
- To make sound business decisions regarding ex-gratia payments.

Provider Enrolment and Maintenance

- Communicating enrolment details to users.
- Linking duplicate providers in SWAN and maintaining department central provider record sheet.
- Update information and maintain records in SWAN and PSI systems regarding contracted providers.
- Support the purchasing team in the operational implementation of new contracts and TPA's in Bupa Brighton (BTN) and ihi Bupa Copenhagen (CPH).

Provider World (on-line portal for providers and TPAs)

- Ensuring valid email addresses stored for each ProviderWorld user.
- Unlock ProviderWorld accounts and reset account information; delete users from PW where appropriate.
- Collate feedback from providers in relation to PW and services provided.
- Monitor site usage and traction volumes through regular report analysis.
- Provide usage feedback/escalate issues to Relationship Owners.
- Report average time taken to resolve queries relating to PW.
- Engage providers and promote the ProviderWorld site.
- To actively seek feedback from providers in order to make improvements to the service offered.
- Schedule and facilitate initial and refresher ProviderWorld training.
- Ensure all ProviderWorld training material is maintained.
- Communicate well in advance with all Service Partners and Providers of all site changes or enhancements.
- Drive high level of provider satisfaction by handling providers' PW requirements proactively

Reporting

- Produce regular activity and savings reports in agreed formats

Query Handling

- Conduct and handle Inbound & Outbound calls relating to general provider queries and those related to ProviderWorld.
- Support claims and service departments in BTN and CPH in connection with questions around local pricing and billing practises for specific cases.

General

- Build strong relationships with providers. Maintain regular communication on a proactive basis.
- Work positively in association with colleagues especially in Healthcare Services, Claims and Bupa Asia
- Set expectations with providers on incoming queries turnaround times.
- Support claims, service and other teams in BTN & CPH on questions around local providers.
- Support new product development, in particular for new processes regarding pre-authorisation and provider networks

11. Qualifications, Training & Experience:

- Tertiary education or degree level.
- At least 6 months experience within a Customer Services environment is desirable.
- Ideally cultural understanding and experience of living in another country.
- Excellent verbal and written Cantonese and English. Ideally complimented by another language(s).
- PC literate, analytical and working knowledge of Excel essential.
- Basic medical knowledge.
- Sound negotiation skills.
- Ability to be empathetic and view issues from the customer and provider's perspective whilst maintaining professional attitude, always responding professionally and timely.
- Ability to deal with public on all levels while clearly establishing customer & provider needs. Firm yet diplomatic approach.
- Flexibility –ability to learn new skills and adapt to changing work practices, extended hours, demonstrate willingness to change etc.
- Effective problem solving and decision making skills, using own initiative.
- Organises own workload effectively and efficiently.
- Takes an interest in customer and provider needs,
- Willing to give support and advice to team members.
- To comply with and abide by the requirements of our regulatory requirements.

12. Judgement Skills:

- The jobholder will be expected to make decisions based on the customer & provider needs bearing in mind business requirements.
- The job holder has freedom to make decisions that drive customer & provider satisfaction and protect the company's profitability.

13. Freedom of Action:

- The job holder must consider and abide by the UK Data Protection Act, data protection legislation in Hong Kong, and the guidelines set by relevant regulators.

14. Dimensions:

- Deal with emails and calls from providers within 24 hours.

15. Environment:

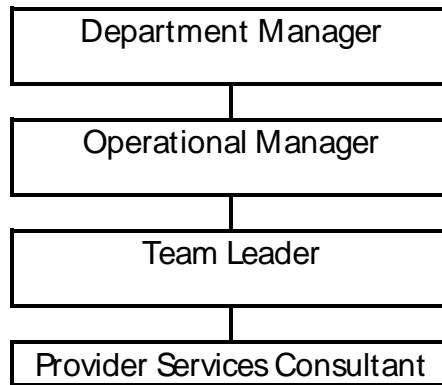
- The job will be based in HK. However, it may require travel to other BUPA sites.
- The jobholder can be expected to work on strict deadlines with time pressure to deliver measurable goals.

16. Treating Customers Fairly

You should be able to demonstrate that you pay due regard to customers and treat them fairly by:

- being able to explain the impact that your role and actions have on the fair treatment of customers.
- being able to explain the potential implications for customers who are not treated fairly by you or others.
- making the fair treatment of customers central to all that you do.
- always seeking to be competent to do your job e.g. by completing all compulsory regulatory training on time to ensure that you have all the necessary knowledge and skills.

17. Organisation Chart:



Appendix One – FSA Levels

Level	Definition
1	All <i>roles which do not involve</i> any of the following duties: Introducing, marketing, promoting, selling, advising on, or arranging the sale of BUPA's insurance policies to the customer or to intermediaries.
2	All <i>roles which do involve</i> any of the following duties: Introducing, marketing, promoting, selling, advising on, or arranging the sale of BUPA's insurance policies to the customer or to intermediaries.
3	All roles aimed at Approved Persons (all UKM Directors, some senior mgt appts).