

# THE SOUTH AFRICAN MEDICAL ASSOCIATION



## **Junior Medical Coding Consultant**

The South African Medical Association (SAMA) is seeking to appoint a Junior Medical Coding Consultant in the Private Practice Department at their Pretoria Head Office.

### **Job Purpose**

To provide an efficient coding support service to SAMA members and other stakeholders and thereby ensure customer satisfaction and growth.

### **Job Responsibilities**

#### **Coding Enquiries Correspondence on Coding Interpretation and Private Practice Information:**

- Providing prompt and factually correct telephonic support on coding matters timely manner using all communication media (eg. email, telephone) - procedural coding (for example MDCM, COID, HPCSA, RAF, RPL, CPT and CCSA) and diagnostic coding (ICD-10) in a manner that is easily understood. Responsible for all email and telephone enquiries on coding and private practice matters under the supervision of the Senior Medical Coding Consultant.
- Creating and accurately logging all relevant queries from and replies to members and 3<sup>rd</sup> parties and ensure that trends are identified and communicated to the Head of the Department
- Referring queries to the relevant departments where the Private Practice Department is not able to assist and effectively follow up to ensure that the queries have been dealt with timeously.
- Liaising with colleagues on more difficult queries before replying to enquiries.
- Educating staff members of doctors and medical scheme staff regarding coding, billing and related issues in order for them to use the coding effectively.

#### **Assist with Updating of Coding Structures:**

- Assisting in the preparation of the Medical Doctors' Coding Manual (MDCM), Complete CPT• for South Africa (CCSA) and ICD-10 coding system.
- Updating crosswalk between the Medical Doctors' Coding Manual (MDCM) and Complete CPT• for SA (CCSA) on a regular basis.
- Comparing MDCM with RAF, HPCSA, COID etc and compiling a document with the differences.

#### **Administrative Function for Private Practice Department:**

- Assisting in the production of departmental products through typing, presentation layout, etc.
- Assisting with distributing coding orders and handouts.
- Ensuring that the filing of correspondence and documentation is done in a way that is easily accessible to the rest of the department's staff.

**Convert and Recruit New Members:**

- Effectively handling all non-members referred or phoning in with enquiries to convert them to members.
- Be well informed and able to professionally convey the benefits, options and procedures to follow.
- Must be able to accurately and timeously transfer potential new members to correct department for processing.

**Additional Tasks:**

- Dealing with orders of CCSA, MDCM and ICD-10 products (books and electronic);
- Providing information for articles on coding for SAMA communication channels.
- Ad hoc projects /duties as assigned by the Head of the Department.

**Job Requirements:**

- Matric with University Exemption
- Medical related diploma/degree
- 3 years Medical Coding experience
- Experience in medical industry call centre if only having Matric
- Knowledge of medical terminology and anatomy
- Knowledge of Billing and Coding

**Skills Required:**

- Computer Skills (MS Word, Excel and Power Point)
- Communication ( verbal and written)
- Attention to detail
- Interpersonal Skills
- Telephone Etiquette

**Term:** Permanent

**To apply:** submit a detailed CV to [careers@samedical.org](mailto:careers@samedical.org), indicating clearly on the **subject line** for which position you are applying (i.e. Application for Junior Medical Coding Consultant).

**Closing date:** 30 April 2021

**Should you not hear from us four weeks after the closing date please consider your application unsuccessful.**