

**Gravity Integrates Pvt Ltd**

**Job Description**

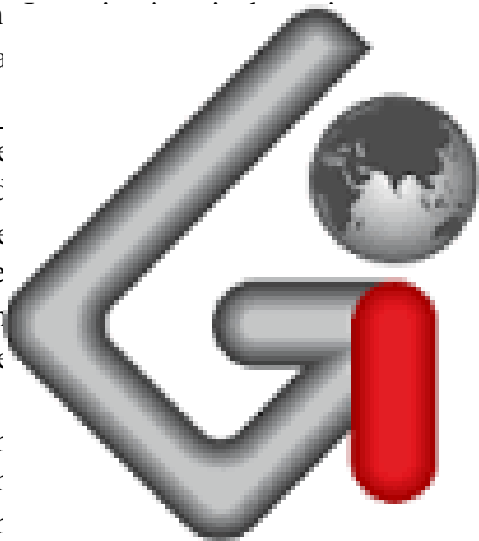
<b>Designation:</b>	Sr/Executive-Operations or suitable	<b>Job Location:</b>	Raipur
<b>Department:</b>	Medic Claims Investigation	<b>Grade/ Level:</b>	Level 2 / 3
<b>Reporting To:</b>	Team Lead-Risk Assessment	<b>Direct Reportees:</b>	0

**About Medical Insurance Claims Investigation:**

Medical Insurance claims are medical bills submitted to health insurance carriers and other insurance providers for services rendered to patients by providers of care. The medical insurance claim is one of the common policies worldwide and some people take it a step further to gain it through fake claims, to an individual or a group. Our team of investigators includes medicos, panel of experts from insurance industry to expose such fraudulent cases through investigations by multiple visits to different places involved for collecting evidences against such fraudulent cases.

**Purpose of this position**

Supervising, guiding the team of field officers for the collection of proper evidence within assigned time to meet the requirements of Mediclaim of this position. The clear and inline evidence results in quality findings a by the Insurance clients.

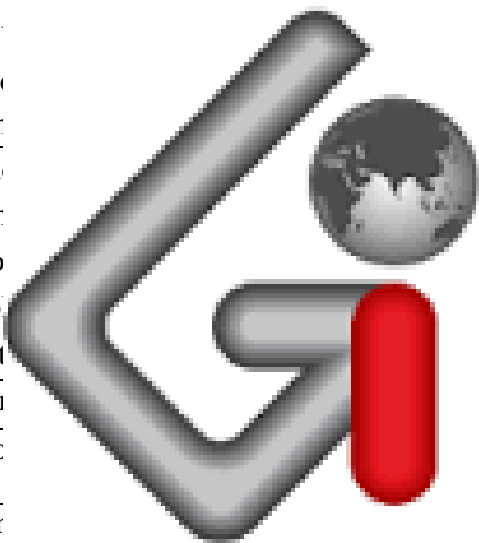


**Responsibilities:**

- Responsible investigated of the clients for each case that has to be
- Responsible ground level field investigators/Executives at
- Also respon l/claimant if required.
- Responsible clients. ning to cases within TAT given by the
- To maintain intimating r hip with the insurance client by cases.
- To maintain reports. e medico for generating and preparing
- To be thorough with internal software and client portals.
- To train the field officers (FO) & to understand and solve the concerns of the (FO) and also to handle rate negotiations with vendors/Freelancer FE which must be cost-effective.
- To achieve case targets with more than 95% TAT and acceptable quality.(monthly)
- To maintain MIS and daily Reports, also to look after incoming and outgoing data of cases to clients and FE (Courier management)
- To learn, adapt and implement new amendments/software/portals/procedures introduced.
- To coordinate with accounts dept. for payments of field officers on a time to time basis. Strong MIS of rates and the number of cases done by each verifier must be maintained.
- Responsible for uploading reports on the client's portal.
- To handle validation of cases and reports on a monthly basis for submission of invoices to the clients.

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<b>Additional Responsibilities</b>	<ul style="list-style-type: none"> <li>To work in close contact with and guideline of Team Leader in order to adhere to the terms and conditions of the agreements done with the clients.</li> <li>To handle and eliminate errors, escalation if raised from the Client.</li> <li>To look after attendance management &amp; Expense management of field officers.</li> <li>To develop a strong network of a pool of field resources available in the market.</li> <li>To market research on new trends and practices of the industry.</li> <li>If required must be readily available for coordination during non-working or odd hours.</li> <li>To support the department in absence of any team member.</li> <li>Visit to hospital for local cashless case if necessary and required</li> </ul>		
<b>Desired Behavioral Skills:</b>	<ul style="list-style-type: none"> <li>Disciplined, patient and systematic working style</li> <li>Good listening, speaking, observing and writing skills</li> <li>Quick learner</li> <li>Networking ability</li> </ul>		
<b>Desired other Skills:</b>	<ul style="list-style-type: none"> <li>Excellent MS Office Suite (Word, Excel, PowerPoint)</li> <li>Emails</li> <li>Informative</li> <li>Social Network</li> <li>Command in</li> </ul>		
<b>Desired Personality Traits</b>	<ul style="list-style-type: none"> <li>Proactive and</li> <li>Strong Team</li> <li>Strong perso</li> <li>Rigorous Fo</li> <li>Result orient</li> </ul>		
<b>Education:</b>	Any Graduate or		
<b>Relevant Exp:</b>	Around 5years c analysis.		
<b>CTC per annum:</b>	Suitable hike or candidates.	<b>3:</b>	-
<b>Will travel?</b>	Yes rarely, if required	<b>Owns Vehicle:</b>	-
<b>Targets to be achieved FY 2020-2021</b>			
<b>Preferred Domain:</b>	Health Insurance / TPA /Health Claims Audit and Risk Assessment		
<b>Gender:</b>	Male or Female	<b>Marital Status:</b>	Married/Unmarried
<b>Other Preferences</b>	Knowledge of Medical terms & terminologies, hospital bills, Health Insurance policies terms & conditions, location /GPS tracking apps.		
<b>Prepared By:</b>	Manager-Talent Acquisition / HR	<b>Last updated on</b>	14-03-2022
<b>Approved By:</b>		<b>Date</b>	
<b>Accepted By:</b>		<b>Date</b>	



\*Please note Job roles and KRA'S can be updated on timely basis as per need to meet targets.