

Job Details

Job Grade Level		Employee Category	
Department	Finance	Sub-Department	Credit Control
Clinical/Non clinical	Non -Clinical	Patient Facing (Y/N)	No
Direct Reports (Y/N)	NO		

Reporting Relationships

Reporting to (Functional)	C-Care Uganda Credit Control Manager IMC
Reporting to (Administrative)	C-Care Uganda Credit Control Manager IMC

Job Summary (Main Purpose)

The Credit Control Officer is responsible for managing the credit and collections processes, ensuring timely payments from patients, clients, and insurance companies. The role ensures that credit policies are adhered to while minimizing the risk of bad debts and maintaining good relationships with stakeholders.

Main Duties/Responsibilities**1. Claims Submission / Invoices.**

- Prepare, verify, and submit claims and invoices in a timely manner.
- Ensure accuracy and compliance with contractual and regulatory requirements.

2. Collections.

- Monitor and follow up on outstanding payments from insurance companies.
- Ensure timely receipt of payments to support healthy cash flow.

3. Reconciliation.

- Conduct regular reconciliation of invoiced amounts, rejections, discounts, and exchange gains/losses with insurance companies across all accounts.
- Identify and minimize claim rejections; ensure a low rejection rate.
- Coordinate and organize reconciliation meetings with insurance companies in collaboration with medical vetting officers.
- Ensure reconciled positions are signed off and maintain an updated schedule of reconciled accounts.
- Maintain accurate and up-to-date financial records.

4. Application of Payments.

- Accurately allocate received payments to the correct accounts and invoices.
- Ensure financial reporting is current and reliable.

5. Aging Report

- Prepare and analyze the accounts receivable aging report on a regular basis.
- Monitor overdue accounts and highlight potential credit risks.
- Support effective debt recovery actions.
- Review the aging report with the Credit Control Manager for timely decision-making

Key Skills and Competencies

Qualifications <i>Formal education required for competence in the job</i>	• A minimum of a degree in Accounting, Finance, or a related field in any business field.
Experience	• Minimum 2 years of experience in credit control, preferably in the healthcare or service industry. • Familiarity with medical billing and insurance claim processes is an advantage.
Behavioural Competencies	• Strong attention to detail and accuracy. • Excellent communication and negotiation skills. • Ability to work under pressure and meet deadlines. • High level of integrity and professionalism. • Problem-solving and analytical thinking skills. • Customer-oriented mindset with a proactive approach.

Please note that your Job / Service Objectives is not an exhaustive list of tasks and duties, but serves as a guideline for daily duties, which may evolve from time to time according to the business requirements.

Document Details

Job
Identifier
Original
Date

Process
Owner
Revision Date

Head Of Human Resources