

2733 Ibis Close
Ext 3
Riverlea
Johannesburg
2094
Cell: 071 737 8494
Email: leboliler@gmail.com
ID: 8202210251082

Moleboheng Tshabalala

Last School attended: Jordan High School

Highest Standard Passed: Matric

Year obtained: 2008

Subjects Passed: English,

Afrikaans, South Sotho, Office practice,

Computer Practice and Mathematics

- I never answer a call and place it on hold without greeting
- I Handle escalations and commit to follow through
- I take immediate action when confronted with an escalation or query
- I'm able to handle irate customers and I take personal responsibility of the query
- I take full ownership and accountability for queries and tasks.
- I adhere to SLA and turnaround times

Currently

**Client Services Consultant for Hospital
Department
Universal Healthcare**

Answering calls, checking, shortfall and exclusions
Navigate and interpret information in order to
provide the member and hospital with the relevant
and correct feedback.

Receiving LOM from Case Managers and liaising
with auditors for shortfalls,

Checking updates on auth to see length of stay
approved and sending claims for reprocessing.

Follow up on high cost medication LOM

Working on monthly rejection reports for any latest
updates and feedback from case managers and
hospitals and requesting statements of nil balances

Sending audit and remittance advice to the
hospitals

Compiling stale claims and requesting discounts
from hospitals

REFERENCES:

Company: Universal Health

Name: Ayesha Seale

Contact number: 082 486 4903

Email: ayesha.seale@universal.co.za



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01 February 2018- May 2019

Broker Relations Representation

Agility Global Health

Investigate, resolve and reply to escalated enquiries and problems from brokers on behalf of their members and service providers

Ensure all decisions and responses commensurate with Scheme rules, Membership, Contributions, Claims Managed Healthcare policies, protocols and procedures.

Liaise with and support Broker Consultants, Business Development Representatives and Brokers.

Maintain customer-centric focus and good relations with all clients

Compiling and writing of letters and reports as required

Manage queries and requests and escalate to management as required and commits to follow through

Maintain professionalism and confidentiality

Provides accurate and comprehensive information to customers and ensures feedback is up to standard

References:

Company: Agility Global Health

Name: Charlotte Maringa

Contact number: 064 114 4648

Name: Nathan Leonard

Contact number: 079 115 5064

Name: Khensani Ngubeni

Contact: 078 123 1059



01 October 2016- 31 January 2018

Membership Consultant

Agility Global Health

Facilitating all incoming calls and e-mail correspondence related to membership and contributions with professionalism.

Provide accurate and comprehensive information to members and ensure feedback is up to standard.

Navigate and interpret information in order to provide the member with the relevant and correct feedback.

Ensure that accurate notes are logged for every interaction with the member. Customer Focus - efficiency:

Answers e-mail correspondence promptly.

Handle escalations and commit to follow through.

Take immediate action when confronted with an escalation or query. Handle irate members and take personal responsibility of the query until resolution.

Always aims for first time resolution on queries received.

Takes full ownership and accountability for queries and tasks

04 April 2012- 31 May 2013

Client Services Consultant

Sechaba Medical

Ensure that a professional service is provided to suppliers of service and members

Take action to resolve issues

Provide feedback to appropriate clients

Maintain sound knowledge of scheme rules, procedures and systems

Pro-actively develop sound Customer Relations

Ensure that duties and functions are performed in accordance with policies and procedures

Keep up to date with changes in workflow policy

Maintain a high quality and excellent service level in all work performed

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Moleboheng Tshabalala

01 June 2013- 30 September 2016

Client Services Consultant Claims

Resolution Global Health

Provides accurate and comprehensive information to customers and ensures feedback is up to standard.

To navigate and interpret information in order to provide the customer with the relevant and correct feedback, with speed and accuracy.

Ensure that accurate notes are logged for every interaction with a client.

Meets all quality criteria and ensure that all information is accurate

Confirm correct benefits

References

Company: Sechaba Medical

Name: Portia Mohoanyane

Contact: 083 946 9752

Company: Hosmed

Name: Prevani Pillay

Contact: 011 544 8869

01 October 2011- 31 March 2012

Membership Consultant

Hosmed Medical Scheme

Load new applications according to rules of the scheme

Receive and vet application, Capture of application

Loading membership updates/ individual member terminations. Receive and vet update/ termination,

Capture update requested/ termination (allocate

termination reference number and spread sheet update

File update/ termination. Packaging and batching of membership cards, create card cover spread sheet

Distinguish new and update cards, Print card letters

Package and batch cards according to requirements,

File spread sheets. Handling of Queries, Receive and

analyze query, Resolve within TAT

Capture query on Dashboard, Allocate relevant feedback