

TERMS OF REFERENCE

Name of Post: Manager – Hospital Network & Quality Assurance (HNQA)

Mode of Appointment; Contract basis

Salary: Rs. 70,000/- (Consolidated) per month

Age Limit: Maximum 40 years

Essential:

- MBBS from a recognized medical college with TCMC registration.
- At least 05 years of work experience in healthcare.

Desirable:

- MBA or Post Graduate diploma in Business Administration or Master's in Health / Hospital Administration or MPH or MBA in Health Care.
- Experience in Insurance or TPA industry in the area of provider management.

Manager – Hospital Network & Quality Assurance (HNQA)	
No. of Posts	1 (One) at SHA Kerala (State Office)
Division	Medical
Reports to	Joint Director (Medical)
Reviewing Officer	Executive Director (SHA)
Roles and Responsibilities	<ul style="list-style-type: none">• Implement criteria for empanelment of hospitals in various categories• Manage the empanelment and de-empanelment process• Enquire complaints related to hospital and recommend disciplinary action to the Joint Director & Executive Director• Discuss with hospitals and persuade observing of the key indicators related to public safety and quality• Support development of STGs and process documentation for covered packages• Compile and analyze the reported data to highlight trends in patient safety and quality.• Any other tasks assigned by superiors for the benefit of the organization.

DR. RATHAN U KELKAR I A S
EXECUTIVE DIRECTOR
STATE HEALTH AGENCY

No: SHA/505/2023-MGR(HR)

Dated: 16-09-2023

TERMS OF REFERENCE**Name of Post: Regional Medical Auditor (RMA)**

Mode of Appointment: Contract basis

Salary: Rs. 60,000/- (Consolidated) per month

Age Limit: Maximum 40 years

Essential:

§ MBBS from a recognized medical college with TCMC registration.

§ At least 03 year of work experience in healthcare.

Desirable:

§ MBA or Postgraduate Diploma in Healthcare Administration / Master of Health Administration or Master of Hospital Administration or Master of Public Health or MBA in Healthcare

§ Work Experience in Health Insurance or TPA industry or Provider Management.

Regional Medical Auditor	
No. of Posts	3 (1 each for South, Middle, and North regions of Kerala)
Division	Medical
Reports to	Manager (Audit & Compliance)
Reporting officer	Joint Director (Medical)
Roles and Responsibilities	<ol style="list-style-type: none"> 1. Ensure out all verticals of audit as per the audit related KPIs. 2. Collect all necessary documents, hospital records, clinical notes, and prepare investigation reports for all claims which need investigation. 3. Responsible for undertaking a comprehensive audit of the suspected cases at the hospital, beneficiary, etc. 4. Report the suspected findings related to the hospital, IC, TPA, beneficiary and any other stakeholder to Manager Audit for further review and action. 5. Collect local intelligence to identify organized rackets/fraud rings.

6. Handle all fraud-related complaints received at the district level and collect appropriate documents/information that can stand legal scrutiny.
7. Support SHA in legal matters, arbitrations, litigation, and mediations action against the suspected entity.
8. Implement beneficiary awareness activities on possible episodes of fraud under the scheme.
9. Cross-checking and follow up of NAFU triggered cases, SHA flagged cases and to give the updates to Audit and Compliance division up to the dismissal of cases.
10. Implement beneficiary awareness activities on possible episodes of fraud under the scheme.
11. Cross check all documents related to Medical Audit Division including Show cause notices, Circulars, Proceedings, all grievance other related documents to escalate to concerned divisions or any related documents as advised by the Manager Audit and Compliance
12. Require extensive travel in the respective regions.
13. Conduct Desk Audit as and when assigned by the Supervisor.
14. Any other tasks assigned by superiors for the benefit of the organization.

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No: SHA/505/2023-MGR(HR)

Dated: 16-09-2023

TERMS OF REFERENCE**Name of Post: Claims Coordinator (CC)**

Mode of Appointment; Contract basis

Salary: Rs. 35,000/- (Consolidated) per month

Age Limit: Maximum 40 years

Essential:

§ BDS/BAMS/BHMS from a recognized medical college with respective council registration.

§ At least 03 years of work experience in healthcare

Desirable:

§ MBA or Postgraduate Diploma in Healthcare Administration / Master of Health Administration or Master of Hospital Administration or Master of Public Health or MBA in Healthcare

§ Work Experience in Health Insurance or TPA industry or Provider Management.

Claims Coordinator	
No. of Posts	1 (One) at SHA Kerala (State Office)
Division	Medical
Reports to	Manager (Audit & Compliance)
Reviewing Officer	Joint Director (Medical)
Roles and Responsibilities	<ol style="list-style-type: none"> 1. Ensure monitoring and supervision of both Private and Public EHCP TPA on claims processing and SAFU audits. 2. Support continuous analysis of claim processing, develop customised state adjudication guidelines, and implement IT systems. 3. Document and coordinate the changes required in the Health Benefit Packages. 4. Handle all claim adjudication complaints that the NHA/State may receive directly as per claim adjudication guidelines and grievance redressal guidelines of KASP AB

	<p>PM-JAY.</p> <ol style="list-style-type: none">5. Coordination with regional/district audit teams for audit cases which need hospital visit, field investigation, and meeting with beneficiaries and other stakeholders.6. Draft all documents related to Medical Audit Division including Show cause notices, Circulars, Proceedings or any related documents as advised by the Manager Audit and Compliance7. Support the development of claims adjudication based on the claims/beneficiary audit.8. Prepare the weekly and monthly report on claims processing.9. Support capacity building and training of TPA and the DIUs.10. Any other tasks assigned by superiors for the benefit of the organization.
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No: SHA/505/2023-MGR(HR)**Dated: 16-09-2023****TERMS OF REFERENCE****Name of Post: Executive - Information Technology (IT)**

Mode of Appointment: Contract basis

Salary: Rs. 35,000/- (Consolidated) per month.

Age Limit: Maximum 40 years.

Essential:

- B.Sc. (Computer Science) / BE (Computer Science or IT) / B.Tech (Computer Science or IT) / M.Sc. (Computer Science) / MCA.
- Minimum 03-year of post qualification experience in Web application development and Database Administration.
- Full-time regular course or equivalent, which is approved by any of the Universities in Kerala, with post qualification experience in the area.

Desirable:

- Good knowledge on database processing tools (php, sql lite postgresql, mysql, Power BI).
- Strong knowledge of programming skills and database administration.
- Good knowledge on data processing and report generation.
- Basic knowledge on network security.

Executive - IT	
No. of Posts	1 (One) at SHA Kerala (State Office)
Division	Operations
Reports to	Manager (IT)
Reviewing Officer	Joint Director (Operations)
Roles and Responsibilities	<ol style="list-style-type: none"> 1. Create, test, and deploy new, innovative website applications in a timely and efficient manner, while concurrently working with other stake holders 2. Maintain database systems of high availability and quality depending on each end user's specialized role.

3. Design and implement database/schema in accordance to end users information needs and views.
4. Define users and enable data distribution to the right user, in appropriate format and in a timely manner
5. Ensure data security, privacy and integrity
6. Report Generation and publishing in public domain
7. Maintain good relationship with State Data Center and State Health Digital Mission
8. Any other tasks assigned by the superiors for the benefit of the organization.

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EXECUTIVE DIRECTOR

STATE HEALTH AGENCY

No: SHA/505/2023-MGR(HR)**Dated; 16-09-2023****TERMS OF REFERENCE****Name of Post: Senior Accountant (SA)**

Mode of Appointment: Contract basis

Salary: Rs. 30,000/- (consolidated) per month.

Age Limit: Maximum 40 years.

Essential:

- CA/CMA Inter Qualification,
- 03 Years post qualification experience in relevant field.

Desirable:

- Knowledge in Tally ERP 9, MS Office
- Knowledge in WINMAN TDS Software

Senior Accountant	
No. of Posts & Job Location	1 (One) at SHA Kerala (State Office)
Division	Finance & Administration
Reports to	Manager (Finance)
Reviewing Officer	Joint Director (Finance & Administration)
Roles and Responsibilities	<ol style="list-style-type: none"> 1. Verifying the journal entries posted by accountants. 2. Assisting Manager Finance in supervision of office files and books of accounts. 3. Ensuring the monthly statutory payments (EPF, ESI, TDS & GST) of the office. 4. Monthly bank reconciliation and preparation of TDS filing documents. 5. Assisting Manager finance in budgeting, expenditure calculations and budget controls. 6. Ensuring the payments of the organization made as per TDS, GST and office rules and regulations furnished.

	7. Any other tasks assigned by the superiors for the benefit of the organization.
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EXECUTIVE DIRECTOR

STATE HEALTH AGENCY

No: SHA/505/2023-MGR(HR)**Dated: 16-09-2023****TERMS OF REFERENCE****Name of Post: Field Officer (FO)**

Mode of Appointment: Contract basis

Salary: Rs. 30,000/- (Consolidated) per month.

Age Limit: Maximum 40 years

Essential:

- B.Sc. Nursing from a recognized nursing college, with valid Kerala Nursing Council registration.
- At least 05 years of work experience in healthcare.

Desirable:

- M.Sc. Nursing or Postgraduate Diploma in Healthcare Administration or Master of Health Administration or Master of Hospital Administration or Master of Public Health or MBA in Healthcare.
- Work Experience in Health Insurance or TPA industry or Provider Management.

Field Officer	
No. of Posts & Job Location	14 (1 each in all 14 districts of Kerala)
Division	Medical
Reports to	District Project Coordinator
Reviewing Officer	Joint Director (Medical) with Manager (Audit & Compliance)
Roles and Responsibilities	<ol style="list-style-type: none"> 1. Ensure hospital and beneficiary audits as per the audit related KPIs. 2. Responsible for field level activities regarding the clinical/medical process under the scheme, including hospital visits and claim document verification in respective districts. 3. Responsible for document collection, review of claims documents, any type of grievances or evidences from beneficiaries/concerned during the audit, and preparation of investigation reports.

	<ol style="list-style-type: none"> 4. Engagement with hospitals for investigation and data collection of grievance cases on the clinical aspect of the grievance. 5. Support DIU and DPC to resolve hospital and beneficiary queries related to clinical subjects (e.g., benefit package, claims document, etc.) 6. Supporting the comprehensive investigation of suspicious cases and corrective measures at the district level, including de-empanelment, legal action, etc. 7. Supporting hospital network division for empanelment and quality assurance activities on clinical topics 8. Require extensive travel in the respective districts. 9. Beneficiary home visits shall be conducted on the advice of the Medical Audit Division/if necessary/in accordance with the clauses in effect at the time. 10. If necessary, assist and coordinate Tele-calling of beneficiaries. 11. Assist in all DGRCs related to Medical, Field and Direct Audits, and provide support to the DGNO/may anticipate the responsibility of the DGNO as directed/as per the orders 12. Any other tasks assigned by the superiors for the benefit of the organization.
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The administrative control of Field Officer in the district lies with the District Project Coordinator / Manager - PFO. Where the medical audit related duties will be assigned and supervised to the needed extend by the Manager (Audit & Compliance) in coordination with the District Project Coordinator(s).

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