

## **TERMS OF REFERENCE FOR THE POST OF SERVICE COORDINATOR**

**Position: Service Coordinator**

**Qualification:** Any PG with LLB from a recognised University/Institution

**Experience: Minimum 3 years in related sector**

**Place of Duty:** The normal place of work for the party will be the office of the State Nodal Cell (SNC), Atal Amrit Abhiyan Society, Assam

He/She shall work under the overall guidance and supervision of the Chief Executive Officer, Atal Amrit Abhiyan Society, Assam and will be directly responsible for the following tasks:

### **Job Purpose:**

Coordinate with empanelled hospitals; deal with public grievances and RTI matters. He/She will be also responsible for coordination with district level committees.

### **Key Responsibilities:**

1. Respond to the communications relating to Medical Management issues and take actions as per guidance provided.
2. Assist in claims management, line of treatment, surgical procedures, diagnostic tests, specialty wise packages/follow up packages, it's pricing, treatment protocols etc.
3. Coordinate in preparation of annual claims reports, Scheme performance report, work plans and drafting policies.
4. Anticipate the needs of the scheme and take actions.
5. Ensures that technical information of the scheme circulate effectively and accurately among all the managers, coordinators, hospitals and other stakeholders.
6. Coordinate and liaise with representatives of ISA, Empanelled Hospitals, and Technical Executive Committee-AAA.
7. Provide liaison and support to district and peripheral level Programme support staff and grass root functionaries in claims management.
8. To support scheme evaluation from time to time.
9. To support patient's audit, hospital audit, preauthorization team/Audit team of the ISA and submit status report to the CEO.
10. Monitoring health camps organized by all the network hospitals and to provide managerial and administrative support.
11. He/She will take appropriate actions in all matters pertaining to patients treatment as per the feedback provided by the ISA/network hospitals/beneficiaries/District Authorities in consultation with the CEO.
12. Undertake any other duties assigned to him/her by the CEO.



13. Take appropriate steps to resolve grievance and advice on the further development of the Scheme.
14. To manage and support subordinate staff in all the matters pertaining to claims and its management.

**Compensation:** Best in the industry which is negotiable.