

Advert

Senior Specialist: MCO Oversight & Clinical Audit

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Head Office / Fixed-term or Permanent

POLMED is seeking an experienced healthcare professional to provide specialist oversight of Managed Care Organisation (MCO) performance, clinical auditing and utilisation management. The role will strengthen clinical governance, ensure effective MCO service delivery against contractual SLAs, and support sound, evidence-based clinical decision-making across the Scheme.

Reporting to the Senior Manager: Clinical Governance, the role will oversee MCO authorisations and clinical audits, monitor hospital utilisation, evaluate Fraud, Waste and Abuse (FWA) processes, and provide clinical decision-making continuity through designated medical delegation.

What you will be responsible for:

- **Clinical Audit & Dual-Doctor Backup (35%)**
- Conduct pre-authorization and hospital case audits to assess clinical appropriateness, quality and compliance.
- Review clinical decisions and identify audit findings, trends, risks and required corrective actions.
- Serve as POLMED's internal backup Medical Doctor to support clinical decision continuity when required.
- Act as designated delegate for ex-gratia approvals during the absence of the Senior Manager: Clinical Governance, within approved authority and governance requirements.
- **MCO SLA Performance Oversight (30%)**
- Track MCO delivery against contractual managed care SLAs and agreed performance measures.
- Review managed care efficiency and identify service delivery gaps and under-performance.
- Monitor corrective actions and support consequence management where contractual performance requirements are not met.
- Provide regular MCO performance insights and escalate material deviations.
- **Hospital Utilization & FWA Oversight (20%)**
- Monitor hospital benefit utilisation trends and identify emerging utilisation risks.
- Analyze hospital utilisation and clinical trends to support appropriate and cost-effective healthcare delivery.
- Evaluate MCO Fraud, Waste and Abuse (FWA) detection, investigation and recovery tools and processes.
- Identify unusual utilization patterns and potential FWA risks and escalate findings appropriately.
- **Governance & Reporting (15%)**
- Maintain clinical risk registers and ensure risks are monitored and escalated.
- Manage clinical audit exception reporting and track resolution of identified issues.

- Prepare accurate and timely clinical governance, audit and management reports.
- Support compliance with Scheme policies, rules, contractual requirements and regulatory obligations.

What you'll bring

- MBChB preferred for clinical redundancy, or BCur / relevant Clinical Specialist qualification.
- Registration with the HPCSA where applicable to the qualification and scope of practice.
- Ideally 4–6 years' experience in managed care SLA monitoring and clinical auditing.
- Experience in clinical audit, MCO performance oversight and healthcare utilisation monitoring.
- Working knowledge of medical scheme clinical governance, Scheme Rules and managed care environments.

You'll thrive in this role if you have:

- Strong clinical audit and clinical review capability.
- Managed care SLA monitoring and performance analysis expertise.
- Strong analytical, risk identification and reporting skills.
- Knowledge of hospital utilisation and FWA oversight.
- Sound judgement, complex problem-solving and effective escalation skills.
- Strong stakeholder engagement, communication and relationship management skills.
- ChB degree essential.
- Registration with the HPCSA essential.
- Ideally 6–8 years' medical scheme clinical management experience.
- Demonstrated knowledge of medical scheme clinical governance, benefit design and clinical management
- Exceptional stakeholder engagement and relationship management skills.

How to apply:

If you are ready to take on this role, please send your CV to hr@polmed.co.za:

In the **body of your email**, please clearly state your **current notice period**.

The **subject line** must strictly read: **Application for: Senior Specialist: MCO Oversight & Clinical**

AuditPlease note:

Due to the volume of applications received, only applications that fully comply with the above submission requirements will be considered during the shortlisting process.

POLMED reserves the right to fill this position on either a fixed-term or permanent basis, in line with organisational requirements.

If you have not received feedback within 21 days after the closing date, please consider your application unsuccessful.

Closing date: 31 August 2026