

## **Curriculum Vitae: Helen McKenzie**

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Flat 7, Georgian Gardens  
Garden Street  
Southernwood  
East London  
Tel (H) 043 722 1300; (W) 043 721 1300  
Email: [berea@cks.co.za](mailto:berea@cks.co.za) (Work)

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**Citizenship** : South African  
**Health** : Excellent  
**Driver's licence** : Light Passenger Vehicle  
**Languages** : English and Afrikaans (Speak, Read, Write)

### **QUALIFICATIONS:**

- Bachelor of Arts (Majors in Industrial Psychology and Information Science), University of South Africa (1999)

### **COMPUTER SKILLS AND TRAINING COURSES:**

- Four credits obtained towards Human Resources Management Certificate, Institute of Administration and Commerce, South Africa (2004 -2005). Credits: Communication, Economics I, Management I and Principles of Law.
- MS Excel, Ergo Training Trust, East London, South Africa (1999)
- Windows, 98, MS Word 2000, MS Excel 2000 and MS Powerpoint, East London, South Africa (1999)
- Pulse-Logging, Capturing and Intervention 10, 20 and 30, Medscheme Holdings (1999)
- Performance and Development Management Programme, Medscheme Holdings (1998)
- Stress Management, Medscheme Holdings (1997)
- Business Communication, Medscheme Holdings (1997)
- PC Orientation, East London Technical College, East London, South Africa (1995)
- Typing N1, East London Technical College, East London, South Africa (1985)

### **KEY QUALIFICATIONS SUMMARY AND PERSONAL PROFILE:**

Has utilised her three years of experience and knowledge of nursing in undertaking a sixteen year career to date specialising in various facets of medical aid administration. Roles have ranged from customer advice, claims assessment and quality control for a medical aid schemes administrator to fulfilling a supervisory role in processing claims submitted to medical aid schemes. Her knowledge of medical aid administration includes dealing with hospital, orthodontic and medication claims, all of which have entailed utilising technical knowledge of the procedures involved. Is very diligent in carrying out her functions and has high levels of dedication towards achieving accuracy and correctness in the transactions she processes, or for which she manages the process. Is concerned with completing tasks timeously and in her most recent position has carried responsibility for ensuring the ongoing revenue claimed from medical aids. Also in her most recent position she has been responsible for dealing with clients and medical aid schemes with the additional task of reporting management on the recovery of amounts for outstanding scripts. In terms of management experience, she has been responsible for periodically overseeing and managing the activities of a small staff complement.

### **EMPLOYMENT RECORD: (RFL = Reason for Leaving)**

**2000 – present**      **Medical Aid Supervisor, Berea Pharmacy, East London, South Africa**  
**1989 – 1999**      **At Medscheme Holdings (Pty) Ltd, East London, South Africa** (RFL: Downsizing of East London Branch)  
**Positions held:**  
1996 – 1999      Assessing Department Quality Controller  
1993 – 1996      Administrative Clerk, Assessing Department  
1991 – 1993      Hospital Claims Assessor  
1989 – 1991      Customer Services Advisor  
**1987 – 1989**      **Student Nurse, Frere Hospital, East London, South Africa** (RFL: Not suited to nursing career)  
**1986**              **Student Nurse, Johannesburg Hospital, Johannesburg, South Africa** (RFL: Relocated to East London)

**EXPERIENCE RECORD:**

**2000 – present      Medical Aid Supervisor, Berea Pharmacy, East London, South Africa**

Berea Pharmacy is one of the largest pharmacies in East London.

Personally responsible for the performance of medical aid related duties, using the computer programme 'Unisolv', in an efficient manner and effective manner, the most important of which are as follows:

- Processing medical aid claims (paperless and manual) on a weekly basis
- ensuring batch confirmations and claim acknowledgements are received and agree with the relevant claim submissions
- processing medical aid remittance advices against the claim settlement account, ensuring that deposits and allocations are correctly captured and balanced with the payment received
- researching and taking the necessary steps to recover amounts in respect of rejected scripts and outstanding scripts, or overseeing the performance of this task and providing regular feedback to management
- dealing with medical aid queries from both customers and medical aid societies in a timeous manner
- notifying and refunding customers where medical aid societies have paid the Pharmacy in error
- notifying medical aid societies in writing of overpayments and requesting the reversal of these amounts
- obtaining and acting on all mail, faxes, or other communication relating to medical aids
- sorting and filing the previous days scripts on a daily basis

**1996 – 1999      Assessing Department Quality Controller, Medscheme Holdings (Pty) Ltd, East London, South Africa**

Medscheme is a South African-based administrator of a range medical aid schemes.

Personally responsible for:

- Monitoring computer printouts for codes, C, N, S and W, on computer and in batches, for errors and authorisation
- Filing copies of checked printouts
- Monitoring four batches, both per Assessor and Pre-Assessor, per month, for errors and authorisation
- Filing copies of errors
- Recording on computer spreadsheets and file
- Correcting errors
- Reporting to Assessing Department Manager

Additional personal responsibilities included:

- Loading or deleting record card, ex-gratia and orthodontic messages on computer
- Monitoring orthodontic treatment claims, and claims bearing record card messages on computer
- Maintaining written records of orthodontic treatment per patient
- Maintaining written records of batched claims
- Preparing and submitting orthodontic quotations to the Dental Advisor
- Completing quotation forms for orthodontic treatment for typing purposes
- Maintaining written record of authorisation letter for orthodontic treatment
- Filing letters pertaining to record cards, orthodontic quotations and ex-gratia cases
- Handling telephonic, written and internal queries regarding orthodontic treatment and record card messages, and recording on computer, where applicable

**1993 – 1996      Administrative Clerk, Assessing Department, Medscheme Holdings (Pty) Ltd, East London, South Africa**

Personally responsible for:

- Monitoring and batching claims for submission to Medcheck and/or Medpharm
- Maintaining records of submission of claims, where applicable
- Handling queries regarding processed claims, where applicable

**1991 – 1993      Hospital Claims Assessor, Medscheme Holdings (Pty) Ltd, East London, South Africa**

Personally responsible for:

- Manually assessing hospital accounts
- Maintaining written records of batched claims
- Handling telephonic, written and internal queries regarding assessment of hospital accounts

**1989 – 1991                      Customer Services Advisor, Medscheme Holdings (Pty) Ltd, East London, South Africa**

Personally responsible for:

- Handling telephonic, written and walk-in queries from service providers and members regarding claims and benefits
- Accessing and retrieving relevant information from computer, or other appropriate source
- Maintaining written records of daily queries

**1987 – 1989                      Student Nurse, Frere Hospital, East London, South Africa**

**1986                                Student Nurse, Johannesburg Hospital, Johannesburg, South Africa**

**References:**

Mrs J Masella (Branch Manager)  
Medscheme (Pty) Ltd  
Tel: 043 709 6000

Mr Brian Anderson (Proprietor)  
Berea Pharmacy  
Tel: 043 721 1300

Mr Brett Anderson (Accountant)  
Berea Pharmacy  
Tel: 043 721 1300

**CERTIFICATION:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experience, and me.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*(Day / Month / Year)*

Full name: **HELEN ANNE CRAWFORD MC KENZIE**