



<https://bristolpark.or.ke/job/care-manager/>

CARE MANAGER

Description

Bristol Park Hospital is a licensed healthcare provider that has been in operation for over 17 years, **offering quality and affordable healthcare services** in Nairobi, Kajjado, and Machakos counties. Guided by our "To be a world-class provider of quality, innovative, and accessible healthcare solutions," we are committed to excellence in service delivery as well as patient care and safety.

We are seeking to recruit a highly skilled, experienced, and dynamic professional to join our team as Care Manager.

Responsibilities

Key Responsibilities

- . Coordinate all inpatient and outpatient pre-authorization requests, extensions, and undertakings with payers.
- . Ensure timely submission, follow-up, and approval of pre-authorizations and extensions within required turnaround times.
- . Liaise with insurers, brokers, patients, and internal clinical teams to provide timely communication and clarification.
- . Validate and manage undertakings, guarantee of payments, and financial exposures for admissions and specialized procedures.
- . Ensure accuracy, completeness, and compliance of documentation and medical reports required by payers.
- . Review service validity, membership, and benefit coverage against payer rules and clinical standards.
- . Maintain accurate and structured records of authorization activities, including high-value cases.
- . Coordinate inward and outward referrals, ensuring complete documentation and seamless continuity of care.
- . Monitor trends, generate reports (daily, weekly, monthly), and identify gaps for continuous improvement.
- . Support interdepartmental communication to enhance timely service flow and customer experience.
- . Conduct capacity building for staff on appropriate billing and care coordination.
- . Uphold compliance with regulatory, ethical, and care quality standards.

Qualifications

Qualifications & Experience

Essential

- . Bachelor's Degree in Nursing, Clinical Medicine, or related healthcare field.
- . Minimum 3 years' experience in:
 - . Care coordination / Case management
 - . Utilization review
 - . Medical insurance liaison
 - . Claims processing
 - . Admission and discharge management

- . Experience working with insurers, payers, and TPAs.
- . Proven ability to interpret medical documentation, reports, and treatment plans.

Desirable

- . Certification in Case Management, Utilization Management, or Health Insurance.
- . Experience in referral coordination or clinical pathways.
- . Experience in a multi-specialty hospital environment.
- . Experience using HIS/EMR authorization modules.

How to Apply

Interested and qualified candidates are invited to send their application letter, detailed CV, and academic certificates to humanresource@bristolpark.or.ke, clearly indicating the subject line as **CARE MANAGER**, on or before 19th December, 2025.

Only shortlisted candidates will be contacted.