

VACANCY

CAREER
OPPORTUNITY

METHEALTH NAMIBIA
ADMINISTRATORS



CLOSING DATE
31 July 2026 (Close of business)

DEVIATIONS AND EX GRATIA OFFICER – FIXED TERM CONTRACT

Business Unit: Methealth Namibia Administrators | Department: PSEMAS Claims

Location: Windhoek, Namibia

JOB SUMMARY

The Public Service Commission(PSC) Deviation and ex-gratia Officer is responsible for correcting or reassessing relevant claims related to the approvals, and monitoring of Public Service Commission (PSC) deviation and ex-gratia requests approvals within the PSEMAS Claims Department. The role ensures that all deviation and ex-gratia related processes are handled efficiently, consistently, and in compliance with approved policies, standard operating procedures and relevant regulations. The role reports to the Team leader: PSEMAS Claims

As per Affirmative Action Act, 1998, persons from the designated groups are encouraged to apply. Only shortlisted candidates with the relevant supporting documentation attached to their CV's will be contacted.

KEY PERFORMANCE AREAS:

1. Verify completeness and correctness of supporting documentation in accordance with fund rules and procedures.
2. Validate the original approval against approved limits, conditions, member details, service dates and treatment codes.
3. Investigates and resolves processing discrepancies, system errors, duplicate entries and incorrect allocations related to the deviation approvals and ex-gratia cases.
4. Does reversals on claims approved by PSC to rectify agreed Namaf tariff or to pay as authorized by PSC.
5. Does corrections or reversals for claims that are outside the Fund rules that were approved by PSC for payment.
6. Ensures that claims for advance payments are captured on the system and informs Finance department so that payments can be released.
7. Maintains accurate electronic and manual records of all approvals, supporting documents and correspondence.
8. Comply with all internal controls, policies, procedures, and confidentiality requirements.

THE IDEAL CANDIDATE SHOULD MEET THE FOLLOWING REQUIREMENTS:

1. Grade 12 with 25 IGCSE points
2. 5 years' experience as a medical aid claims manual assessor or 5 years administrative experience, preferably within a healthcare or medical aid environment.

TECHNICAL AND BEHAVIORAL COMPETENCIES

1. Proficiency in Microsoft Office (Word, Excel, Outlook).
2. Strong attention to detail and high level of accuracy.
3. Good organisational and time management skills.
4. Ability to work under pressure and meet tight deadlines.
5. Strong interpersonal and communication skills.
6. High level of integrity and professionalism.

Interested employees are encouraged to apply via email:

For queries kindly email: hr@methealth.com.na